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C-1 GENERAL INFORMATION

C-1.1 Introduction

This Performance Work Statement (PWS) describes the performance requirements for selected requirements at the United States Coast Guard (USCG) Personnel Service Center (PSC), Retiree and Annuitant Services Branch (RAS) Topeka, Kansas. This section, C-1, provides general information necessary to understand the requirements. Section C-2 provides definitions and acronyms used throughout this document and in the performance of this effort. Sections C-3 and C-4 provide information as to Government and Service Provider (SP) furnished items, respectively. Section C-5 presents the Specific Tasks of the PWS. Section C-6 outlines applicable documents that impact this work. Attached Technical Exhibits (TEs) are referenced throughout this document and support the PWS in greater detail.

C-1.2 Background Information

PSC has nearly 300 military and civilian employees (177 military, 114 civilian and 24 reservist). One of the primary functions is to provide retiree and annuitant support services. Currently, RAS provides pay support to a customer base that consists of approximately 37,300 USCG and National Oceanic and Atmospheric Administration (NOAA) retirees, survivor annuitants, Former Spouse Protection Act (FSPA) recipients, and Former Members of the Lighthouse Service, while providing non-pay customer service support to approximately an additional 2,500 personnel. A detailed performance description of specific tasks and outputs is contained in section C-5.

C-1.2.1 Organization

RAS is a branch of PSC. RAS has the mission of providing retiree and annuitant support services to USCG regular and reserve retirees, NOAA retirees, survivor annuitants, FSPA recipients, and former members of the lighthouse service. Additionally, RAS provides non-pay customer service support to personnel mentioned above not entitled to pay. RAS is located in the Frank Carlson Federal Building, 444 South East Quincy Street, Topeka, Kansas (Federal Building).

C-1.3 Contract Administration

The Contracting Officer (KO) has ultimate authority for administration of, and changes to, this contract. Throughout this document, the term KO is used to represent the USCG official who has authority for enforcing this contract. For the sake of simplicity, only the term KO is used. The KO may delegate specific authority to duly appointed representatives. Should the KO designate individuals to act as the KO's representative under any resultant contract, such

representatives will be designated by letter of appointment from the KO in the technical phase of the work, but will not be authorized to change any of the terms and conditions of the contract. Furthermore, for the remainder of this document, it will be implicitly understood that references to the KO include the KO's designated representative (COR). Only the KO may approve such changes. This authority remains solely with the KO.

C-1.4 Scope of Work

The Service Provider (SP) shall perform all work in this PWS which includes, but is not limited to, establishing and maintaining retirement, reserve retirement, and annuitant accounts; providing payroll accounting; processing monthly and supplemental payrolls; providing customer service; processing reports; and other essential retirement and annuitant services.

The Service Provider (SP) shall provide all personnel, management, supervision, equipment, tools, supplies, materials, transportation, and any other items or services necessary to perform the functions in this PWS, except that which is made available by the Government and specified in Section C-3, Government-Furnished Property and Services. In addition, the SP shall coordinate (as required) with external agencies, which include, but are not limited to, the Internal Revenue Service (IRS), Veterans Affairs (VA), U.S. Treasury regional centers, financial institutions, and NOAA to perform the functions in this PWS.

The SP shall perform all work at PSC to include work for supported units/organizational personnel as identified in section C-1.2 "Background Information". Excluding NOAA, see TE C-1.4 "NOAA Reimbursable Agreement", RAS does not have any supported organizations, in accordance with (IAW) applicable Intra-Service/Inter-Service Support Agreements (ISSAs), Memorandums of Agreement (MOAs), and Memorandums of Understanding (MOUs) except for those agreements, which are attachments to [DoD 7000.14-R, VOL 7B](#).

The RAS business operation primarily uses a WANG based local area network (LAN). The SP may use the current WANG system or provide a system that performs the same functionality. A description of the RAS business systems and interfaces is described in TE C-5.1.2 "Description of Systems Utilized By RAS".

C-1.4.1 General Services Performed

The SP shall provide pay and personnel support and services to USCG and NOAA retirees, reserve retirees, survivor annuitants, FSPA recipients and former members of the lighthouse service. Additionally, the SP shall provide non-pay personnel support services to personnel mentioned above not entitled to pay. Pay and personnel support and services includes entitlement determination, pay action, education, counseling, and day-to-day communications from the time the member enters retirement until death. The SP shall provide similar support to survivor annuitants.

C-1.4.2 Establish Retirement and Annuitant Accounts

The SP shall establish retirement and annuitant accounts. This includes, but is not limited to, establishing eligibility, reviewing required forms, and determining appropriate pay computation.

C-1.4.3 Maintain Retirement and Annuitant Accounts

The SP shall maintain retirement and annuitant accounts. This includes, but is not limited to, processing name and address changes, Defense Manpower Data Center (DMDC) matches, allotments, Veterans Administration/Dependency and Indemnity Compensation (VA/DIC) offsets, tax levies, garnishments, debt collection, Federal Income Tax Withholding (FITW), State Income Tax Withholding (SITW), Social Security Offset (SSO), long-term healthcare, TRICARE, civil service retirement, former spouse adjustments, Cost-of-Living Adjustment (COLA) and legislative adjustments, Survivor Benefit Plan/Direct Remittance (SBP/DR) billings, guardianship or trustee appointments, payment reconciliation, and VA reconciliation.

C-1.4.4 Reserve Retirement Eligibility

The SP shall provide reserve retirement eligibility processing. This includes, but is not limited to, processing and/or correcting reserve points statements (CG-4175A), issue twenty year retirement eligibility package, reserve retirees awaiting age 60 for annuity (RET-2) package, provide reserve retirement personnel support with input of reserve retiree data to JUMPS, issue USCG retirement certificates, reserve retirees eligible for annuity (RET-1) package, and RET-1 information retirement package.

C-1.4.5 Payroll Accounting

The SP shall provide payroll accounting. This includes, but is not limited to, creating and reconciling the monthly and supplemental accounting appropriation files, and preparing and sending retiree and annuitant payroll accounting data to the Finance Center (FINCEN).

C-1.4.6 Process Payroll/Allotment Reports

The SP shall process payroll/allotment reports. This includes, but is not limited to, receiving and processing monthly reports, validating monthly payroll exception reports, disbursing the reports, and handling the IRS Form 1099-R.

C-1.4.7 Customer Service

The SP shall provide and maintain customer service including, but not limited to, handling Privacy Act requests, Congressional inquiries, debt waiver requests, customer service surveys, supporting retirement seminars, and miscellaneous inquiries, requests, and complaints. These issues include, but are not limited to, answering general informational questions, providing pay verifications, and notifying the Master Chief Petty Officer of the Coast Guard about retirees turning 100 years old.

C-1.4.8 Issue Identification Cards

The SP shall issue identification (ID) cards. This includes, but not limited to, issuing military ID cards through the mail or in person to USCG personnel and other eligible individuals.

C-1.4.9 Other Support

This includes, but is not limited to, payroll system support, supporting the RAS web page, and supporting Retired Serviceman's Family Protection Plan/Survivor Benefit Plan (RSFPP/SBP) meetings.

C-1.5 General Requirements

In accordance with (IAW) applicable regulations and as directed by the KO or duly appointed representative, all SP employees shall abide by pertinent regulations set forth in this PWS and all applicable Federal, State, and local installation laws and/or regulations. The SP shall develop and maintain written standard operating procedures (SOPs) in the performance of this PWS in order to sustain operations.

C-1.5.1 Personnel

The SP shall provide a workforce possessing the skills, knowledge and training to satisfactorily perform the requirements of services included in this PWS. All SP employees shall possess the ability to proficiently communicate in the English language, both written and verbal. Personnel performing work under this PWS shall remain employees of the SP and shall not be considered employees of the Government. If the SP becomes aware that personnel are not performing requirements of this contract, the SP shall maintain personnel provisions to correct the deficiencies. The SP shall comply with Federal Equal Employment Opportunities Commission (EEOC) requirements, such as but not limited to, failure to employ due to age and race discrimination, sexual harassment, equal pay, and disabilities.

C-1.5.1.1 Project Management Oversight

With submission of the proposal, the SP shall provide the resume, name and telephone number of the project manager and an alternate. The SP shall provide an on-site project manager during normal working hours. The project manager shall be responsible for the overall management and coordination of the effort and shall act as the central point of contact (POC) with PSC, Topeka, KS. The project manager shall be available for discussion with the KO or duly appointed representative during normal working hours. When performance is required outside normal working hours, an individual shall be designated by the SP to act for the project manager. The SP shall furnish to the KO a copy of the SP's organizational chart as proposed for the performance of this effort 30 calendar days prior to the commencement of work. The organizational chart shall include names, addresses, and telephone numbers of the project manager, supervisory personnel, and key management personnel that shall serve as a focal point between the SP and the Government to resolve problems and emergency situations. The SP shall ensure that the chart shall remain current at all times and shall notify the KO within 1 workday, in writing, whenever changes are made.

C-1.5.1.2 Identification of SP Employees

During the transition period, the SP shall provide to the Contracting Officer's Representative (COR) a list of all employees who will perform under this effort. The list shall contain the SP's name, contract number (if applicable), full name of each employee, job title or position held by each employee, work assignment and other information, as required. The SP shall notify the COR in writing, of any addition, deletion or change within 7 calendar days of such change.

C-1.5.1.3 Employee Security Checks

No SP employee can be assigned to RAS service performance unless that person obtains a favorable background check. Employees of the SP who shall be performing work under this contract shall undergo a national agency check IAW Department of Defense (DoD) 5220.22-M, National Industry Security Program Operating Manual (NISPOM), at the discretion of the Government, based on the work involved. Any employee using unclassified but sensitive computer systems is required to have a trustworthy national agency check. The Government retains the right to exclude any SP employee from performance of duties under this contract if that employee is a security risk or is unable to obtain a favorable background check. The exclusion of an employee for security reasons shall not relieve the SP from performance of the services required under this contract.

SP employees shall sign a Non-Disclosure Agreement (NDA), which will survive the life of the contract.

C-1.5.1.4 Certifications

SP employees shall be trained and qualified, under the requirements specified in individual sections of the PWS prior to starting work. The SP shall provide sufficient internal training to ensure that employees remain qualified.

C-1.5.1.5 Physical Requirements

Work performed under this PWS shall encompass a broad range of light to moderate physical demands, depending on the service that is being provided. The majority of functions performed in this PWS are primarily sedentary, allowing the employee to sit in order to do most of the work. However, there will be some regular and recurring walking, standing and bending. SP shall have personnel able to lift and carry items weighing up to 20 lbs. The SP shall perform this and all PWS requirements without violating the requirements of the Americans with Disabilities Act.

C-1.5.1.6 Work Environment

The requirements set forth in this PWS involve everyday risks and discomforts normally associated with an office environment. The areas are climate controlled and adequately lighted during normal working hours. The SP shall be required to perform normal operator maintenance of Automated Data Processing (ADP) equipment resulting in a slight risk of electrical shock injury.

C-1.5.1.7 Attire and Identification

SP employees shall not wear military uniforms or uniform pieces. SP employees must be recognizable while at PSC. This shall be accomplished by issuing badges IAW current General Services Administration (GSA) regulations/policies. The SP shall furnish badges for his/her employees. The identifying badges shall be worn by all employees in a conspicuous place on the exterior clothing. Upon termination of employment, employees shall return badges to the SP.

C-1.5.2 Normal Working Hours

The times that functions are performed under this PWS are dictated by the operational requirements of the systems and customers that are being supported to include times outside of the regular workday. Normal working hours represents the minimum standard for system and customer support. Normal working hours for PSC support shall be performed from 0730 hours until 1630 hours, Monday through Friday including the lunch period. The SP shall manage the workload to ensure that the requirements of section C-5 are met, which may require working outside normal working hours. The SP shall provide to the COR or designated representative at commencement of work, emergency telephone numbers and addresses for contacting key personnel during other than normal working hours. The SP shall be prepared to respond to emergency requests within 2 hours of notification.

C-1.5.2.1 Federal Holidays

Federal holidays are listed below. These days are legal public holidays. Should a Federal holiday fall on a Saturday, the Friday immediately before is considered the holiday; if the Federal holiday falls on a Sunday, the Monday immediately following is considered the holiday. Other holidays are as determined by executive order.

New Years Day	Labor Day
Martin Luther King Birthday	Columbus Day
Presidents Day	Veterans Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

C-1.5.2.2 Inclement Weather

Notification is provided by local radio and television stations, which broadcast closings and delayed opening announcements. The PSC employee information telephone number to verify installation closures is (785) 339-3700. During these times, only personnel that have been designated as emergency essential by the KO or designated representative shall maintain operational staffing.

C-1.5.3 SP Plans and Procedural Documents

C-1.5.3.1 Management Plan

The SP shall submit a Management Plan to the KO for review and approval 30 calendar days prior to contract start date. As a minimum, the Management Plan shall address:

- Project Manager and key personnel information.
- Contract personnel management.
- Contract operations planning and control includes, but is not limited to productivity control, productivity measurement, cost control, and work control including work scheduling, work flow, and achievement of established standards.
- Management, utilization, maintenance, standards, and accountability of Government property.
- Overall contract management and administration.
- Overall financial management, including accuracy of cost control data and reporting procedures.
- Data collection and other documentation including document flow and control of associated files.

- Staffing matrix indicating how each section of the proposed work force interrelates with each other in the performance of the contract.
- Management of all resources, i.e., equipment and staffing plan including mobilization processing.
- Methods the SP intends to employ to ensure that SP employees are trained and kept current on state-of-the-art processes, techniques, and equipment to gain the economies and efficiencies expected by the Government.

C-1.5.3.1.1 SP Progress, Status and Management Report

The SP shall provide a summary of work accomplished during the previous month no later than the 15th of each month. The report shall include, but are not be limited to, the number of hours expended during the report period, materials purchased, summary of work plan for the next reporting period, and any other pertinent information.

C-1.5.3.2 Quality Control/Customer Satisfaction Plan (QC/CSP)

The SP QC plan shall be tailored to include a description of the SP's audit system to include specifics as to areas to be audited on both a scheduled and unscheduled basis, frequency of audits, the title and organizational placement of the auditors and other information as required. The plan shall include a description of the audit system to cover services listed in the PWS and a description of the methods to be used for identifying and preventing deficiencies in the quality of services performed. The QC/CSP of the successful offer or will be incorporated into, and become part of, any contract affected. As changes are made thereafter, they shall be submitted to the KO or designated representative for approval. A QC/CSP shall be submitted with the proposal.

C-1.5.3.3 Safety and Health Plan

The SP shall conduct operations IAW the Frank Carlson Federal Building, Occupant Emergency Plan (OEP) and applicable provisions of the Occupational Safety and Health Act (OSHA), Public Law (PL) 91-596 as amended by PL 101-552 and all applicable parts, to include, but not limited to, 29 Code of Federal Regulations (CFR) Parts 1910, 1926, and 1904. The SP shall implement a suitable safety program for employees performing work under this contract and provide a written copy of the Safety Program Management Plan to the COR 30 days prior to contract start date.

C-1.5.3.3.1 Safety Program Management Plan Provisions

The SP's Safety Program Management Plan shall include, but not be limited to, provisions for:

- Maintaining reports on accidents, safety inspections, and investigations.
- Inspecting and surveying SP's work areas for potential safety hazards.

- Providing required safety training to SP employees. Employees shall receive job-specific training required by OSHA standards as part of in-processing prior to exposure to hazards.
- Developing procedures and practices that minimize accident risk.
- Notifying the KO or designated representative in writing within 24 hours of SP notification of surveys, investigations, or corrective actions required by Federal, State, Local, or any non-PSC Safety agencies.
- Reducing workers compensation lost time cases and costs.
- Participation in the PSC annual Safety Day.

C-1.5.3.3.2 Identification of Safety Hazards

The SP shall comply with the Frank Carlson Federal Building OEP in regards to reporting all safety hazards.

C-1.5.3.3.3 Emergency Notification Procedures

The SP shall comply with the Frank Carlson Federal Building OEP in regards to emergency notifications procedures.

C-1.5.3.3.4 Reporting Serious Accidents/Incidents

The SP shall telephonically report serious accidents/incidents occurring while performing SP duties not later than 30 minutes following the incident to the KO or designated representative. The SP shall also provide a written report of serious accidents/incidents to the KO or designated representative within 24 hours IAW Frank Carlson Federal Building OEP and USCG reporting requirements.

C-1.5.3.3.5 Bomb Threats

The SP shall adhere to the procedures in reacting to bomb threats as outlined in the Frank Carlson Federal Building OEP.

C-1.5.3.4 Security Program

The SP's Physical Security Plan, Classified Information Security Plan, Information Systems Security Plan and the National Industrial Security Management program shall form the basis of the SP's Security Program as outlined in the Frank Carlson Federal Building OEP.

C-1.5.3.4.1 General Requirements

The SP shall implement and maintain a security program for control of personnel, property, and information. At a minimum, the SP's security program shall include the following policies and procedures:

- Receiving, storing, disseminating, transmitting, transporting, and protecting all material IAW USCG Reg. Coast Guard Paperwork and Management Manual.
- Documenting and reporting actual or potential security problems.
- Initiating proper procedures to correct documented problems and implementing corrective procedures in the SP's security program.

C-1.5.3.4.2 Security of Sensitive Government and Customer Data

To the extent that the SP receives or is given access to proprietary data, data protected by the Privacy Act of 1974, or other classified or privileged technical, business, or financial information under this PWS, the SP shall treat and protect such information IAW any restrictions imposed on such information. Access includes, but is not limited to, the functions of record management, data handling, storage, electronic transmission and physical distribution. All SP employees shall be required to sign NDAs. The SP shall not reveal to third parties any data generated and/or reported to the Government in the performance of this effort.

The SP shall comply with the requirements of Automated Information System (AIS) Security IAW USCG COMDTINST M5500.13A (series).

As required by the KO or designated representative, the SP shall agree to enter into a written agreement with any firm whose proprietary data is used in conjunction with performance of this PWS. The SP shall furnish the KO with executed copies of all such agreements, and refrain from using any proprietary information for any purpose other than for which it was provided.

The SP shall agree that any data furnished by the Government to the SP shall be used only for performance under this PWS, and all copies of such data shall be returned to the Government upon completion of this effort.

The SP shall collect all sensitive waste, such as paper, electronic media, etc., generated in the performance of this PWS and ensure that it is placed into appropriate disposal locations.

C-1.5.3.4.3 Security Training

All SP employees shall be familiar with all applicable security requirements necessary to perform the effort described in this PWS. SP employees shall be trained/indoctrinated in applicable security requirements prior to performing work under this contract, with refresher training conducted annually thereafter. The purpose of this training is to ensure that personnel are familiar with all security requirements necessary to perform the effort included in this PWS. The SP shall maintain a log of employees that have received security training.

C-1.5.3.5 Contingency Planning

Inputs shall address procedures, personnel, and the means of accomplishing all functions in the contract under contingency conditions. The inputs shall also address how the SP will replace reserve component personnel subject to activation upon declaration of a national emergency.

The SP shall provide input to PSC contingency plan at least 30 workdays prior to contract start date, outlining in detail, the methods the SP shall use in meeting contract requirements under the following circumstances:

- Natural disasters, such as fires, incapacitating storms, earthquakes, tornadoes, and floods
- Labor disputes and strikes
- Mobilization, deployment, sustainment, redeployment and reconstitution of forces
- Anti-Terrorism/Force Protection Program

The SP shall notify the KO or designated representative within 1 hour after being officially notified of a planned or unplanned work stoppage by SP employees. The SP shall implement the Strike Contingency Plan as soon as a planned work stoppage occurs, or within 1 hour after an unplanned work stoppage occurs.

The SP shall implement contingency plans as directed by the KO or designated representative. The SP shall participate in test exercises for contingency plans to the extent required. SP employees shall comply with the instructions of the designated Government official during these situations.

C-1.5.4 Quarterly Executive Reviews

The SP shall conduct quarterly executive reviews with PSC on the dates, times, and at the locations specified by the KO. The KO will notify the SP of the date, time, and location of each executive review 15 calendar days prior to the review. The KO will present the SP with a proposed meeting agenda for the executive review 15 calendar days prior to the meeting. The meeting, at a minimum, will consist of a graphical presentation of accumulated measurements on service performance, customer satisfaction, and process improvements. This analysis as a minimum must cover each performance standard identified in Section C-5 of the PWS. Additionally, these quarterly reviews will be the opportunity to formally introduce requirements for technology upgrades or cost saving initiatives.

The SP employees that are required to provide the technical and administrative status and project updates requested in the meeting agenda shall be present. Attendance by the Project Manager is mandatory. In addition, an appropriate level and number of the SP's employees shall attend. The quarterly review and periodic quality inspections will be critical indicators for evaluating SP performance.

C-1.5.5 Phase-In Period

The Government will continue to perform contract requirements during the period between the contract award date and completion of the phase-in period. The Government will provide the SP office space and phone access as available. The start of the phase-in period shall commence IAW a written notification from the KO and shall conclude 90 calendar days later. Upon completion of the phase-in period, the SP shall assume full operating accountability and responsibility.

The SP shall submit a Phase-In Plan with their proposal. The Phase-In Plan of the successful offer shall be incorporated into and become part of any contract effort. The Phase-In Plan shall identify those actions, plans, procedures, and timeliness necessary to ensure a smooth transition from start of the phase-in period to full operational status by the SP. The Phase-In Plan shall meet the following objectives:

- Smooth implementation of Right of First Refusal
- Completion of required training and certifications
- A workforce knowledgeable on the operation of mandatory Government-furnished data systems
- Completion of joint inventories
- Familiarization with the workflow and scheduling (actual workload requirements rather than performance of work)
- Familiarization with applicable installation regulations
- At the end of the transition period, providing required services at specified Acceptable Levels of Performance (ALPs)
- Smooth transition (transparent to customers)

The Phase-In Plan shall address the above actions, plans, procedures, and timeliness through the following key components:

- Minimize disputes between the incumbent and SP workforce
- Personnel – Timing and hiring of key personnel, interviews, exercising right of first refusal, training and orientation plans, coordinate Government workforce transition
- Equipment – Joint inventory, assumption of accountability, provisions for joint property
- Facilities – Joint inventory, provisions for joint use facilities, relocation plans
- Stock Inventory – Inventory or survey, assessment of potential security risks, initiation of any new access or escort requirements
- Coordination with KO or designated representative

C-1.5.6 Phase-Out Plan

The SP shall develop and submit to the KO or designated representative a Phase-Out Plan that will affect a smooth and orderly transfer of responsibility to a successor SP. The plan shall describe how the SP shall approach such issues as inventories, data and information transfer, and any other actions required for continuity of operations. The plan shall also address retaining the

required staffing, including key personnel, necessary to complete the contract term without impacting service through expiration of the contract. This plan shall be submitted at least 90 calendar days prior to contract expiration date.

C-1.5.7 Meetings, Briefings, Tours and Inspections

C-1.5.7.1 Performance Evaluation Meetings

The SP's Project Manager shall meet at least weekly with the KO or designated representative during the first month following commencement of work. Any additional meetings will be determined as necessary by the KO or designated representative. Minutes of each meeting will be prepared and distributed by the Government. Should the SP not concur with the minutes, areas of non-concurrence shall be reported in writing to the KO or designated representative within 5 working days after receipt of minutes. The use of Alternative Dispute Resolution (ADR) may be used between the KO and the SP Project Manager.

C-1.5.7.2 Attendance at Government Meetings

The SP shall attend and participate in scheduled and unscheduled meetings to provide effective communication and impart necessary information as required by the KO or duly appointed representative. The SP shall participate in meetings with applicable Federal, State, and local agencies and other SPs as required by the KO or designated representative. These meetings include both on-site and off-site meetings. The SP shall meet with supported customers to participate, provide information and guidance, and accept tasking, as applicable, pertaining to the purpose and agenda of the meetings.

C-1.5.7.3 Briefings and Tours

The SP shall provide briefings and facility tours on an as required basis.

C-1.5.7.4 Inspections

The SP shall participate in inspections pertaining to PSC. These inspections include, but are not limited to Safety, Fire and Security.

C-1.5.8 Data and Information

C-1.5.8.1 Government Files

The SP shall maintain documentation of actions required under this PWS. The SP shall make files applicable to this PWS available at all times for review by any agency or individual authorized access by the KO. The SP shall be required to provide reproducible copies of all

documentation when the contract ends and upon request. Files shall be maintained IAW COMDTINST M5212.12, the Coast Guard Paper Work Management Manual. Files shall be transferred to the applicable government agency upon completion of the retention period or last day of contract performance as directed by the KO or designated representative. Such files are the property of the Government.

C-1.5.8.2 Access to Data and Information

The SP shall ensure that SP-generated technical records, reports, files, magnetic media, and other documentation are made available to the KO or designated representative during the performance of this contract. The SP shall get approval of the KO or designated representative before releasing any information input stored, generated, or archived relative to this contract to the SP's corporate or other off-site offices, other government activities, agencies, or other SPs or private parties.

C-1.5.8.3 Marking Proprietary Information

Records, files, reports and data deemed proprietary by the SP shall be clearly marked on all records, files, reports and data deemed proprietary. The KO or designated representative shall make final determination of the appropriateness of proprietary claims by the SP.

C-1.5.8.4 Unplanned Requirements

The SP shall provide management and technical information requested by the KO or designated representative in the format and by the date requested. If necessary, to meet the suspense, the SP shall exceed normal working hours. Typical requirement such as, recommendations for amending, revising, or originating Government regulations or policies are within the scope of this PWS.

C-1.5.9 Training Program

The SP shall develop a training program to ensure SP employee skills are current and up-to-date for accomplishing the requirements of this PWS. The training program shall include orientation training, Government and USCG unique training, technical training, and other training. This training does not relieve the SP from ensuring that SP employees are qualified to perform their assigned tasks when they begin employment under this PWS. Each training request submitted by the SP shall be supported by a justification demonstrating the direct benefit to the Government in performance of this PWS. Travel, training, and per diem requirements to be charged to this PWS require written approval by the KO or designated representative. Such approval shall be requested and obtained at least 20 workdays prior to commencement of travel. Each training request submitted by the SP shall be supported by a justification demonstrating the direct benefit to the Government in performance of this contract. The SP shall designate POC on

their employee roster and provide a copy of this appointment to the KO or designated representative at commencement of work.

C-1.5.9.1 Orientation Training

The SP shall conduct a general orientation training class for SP employees prior to working on site or reassignment to another functional area under the PWS. This training shall be relevant to the respective functional areas and SP and Government offices with which the employees shall interact. The SP shall maintain records of training accomplished. The orientation includes, but is not limited to, topics such as:

- Contract requirements and the role of the respective functional activities to the overall contract
- The respective functional activities internal and external (customer) SOP and general work requirements
- Familiarization with the physical configuration of PSC such as the location and layout of functional area facilities.
- Current Frank Carlson Federal Building Occupant Emergency Plan
- Environmental considerations, to include functionally-specific hazardous materials/waste handling training pursuant to 40 CFR, Protection of the Environment, and Environmental Protection and Enhancement.
- Personal conduct
- Dress and appearance standards
- Prevention and Reporting of Fraud, Waste, and Abuse
- PSC regulations and directives specifically applicable to the employee
- Frank Carlson Federal Building smoking policy
- Violence in the workplace
- Security Requirements

C-1.5.9.2 Technical Training

During the contract period, SP employees may need or require technical training to support new systems and equipment, to include Automated Information Systems fielded after commencement of work. As the PSC utilizes extensive standard and specialized automated systems, the SP shall continue operations with current systems and implement changes as approved or directed by the KO or designated representative. Training may be resident or non resident.

C-1.5.9.3 Other Training

The Government may approve other training on a case-by-case basis. Requests for other training require written approval from the KO or designated representative. Courses to improve general management, leadership or behavioral skills are considered the responsibility of the SP and will not normally be considered for approval.

C-1.5.10 Other Independent SPs

The Government may award or have awarded other contracts for services each year. These contracts will be awarded independently from this contract. Initial coordination required between SPs performing other contracts and this contract, will be made by the Government. The SP shall fully cooperate with the other SPs and with Government employees. Any additional direction will be provided by the KO or designated representative.

The SP shall provide support services to other SPs as required by the KO or designated representative. Support is limited to the applicable services included within the scope of this PWS.

The SP shall refer unresolved disputes with other SPs to the KO or designated representative within 2 hours by telephone and within 24 hours in writing from the time the dispute occurs. If the dispute occurs outside of normal working hours, and is not an emergency, the SP shall contact the KO or designated representative telephonically within 2 hours of the start of the next workday. If the dispute is an emergency, notification will be made immediately to the PSC COTR who will notify the KO.

C-1.5.11 Workload

It is anticipated that during the course of this contract there may be workload increases and decreases. Depending on the job tasks peak workloads may vary throughout the year which may include, but are not limited to: year end processing, exceptions from the COLA, exceptions from the Veterans Administration COLA, and COLA adjustments to Former Spouse and garnishment accounts, increase of deaths and annuity applications, requests for reissue of 1099Rs, tax certificates, reserve retirement letters (RET-1), and increase of active duty retirements.

The workload information displayed in the PWS and TEs is provided to assist prospective Service Providers in their proposal preparation.

C-1.5.12 Other Requirements

C-1.5.12.1 Work in Office Area

Government and SP employees will be working in office areas during normal working hours. In the event that the SP believes that Government and other SP employees are interfering with the

performance of the effort described in this PWS, the SP shall notify the KO or designated representative. The SP shall continue performance of the effort described in this contract unless there is authorization from the KO or designated representative to stop work.

C-1.5.12.2 Medical Services

Medical services for SP employees are the responsibility of the SP. See "Emergency Procedures-Medical Emergency addressed in the Frank Carlson Federal Building Occupant Emergency Plan".

C-1.5.12.3 Environmental Protection/Conservation of Utilities and Resources

The SP shall be directly responsible for instructing SP employees in utilities conservation and recycling practices maintained within Government facilities. The SP shall comply with the installation energy conservation plans and participate in energy conservation activities IAW 41 CFR. The SP shall comply with all Federal, state, and local environmental protection laws, regulations, and standards.

C-1.5.12.4 Media Information

The Public Affairs Office is the only source for media release information. The SP shall not provide any PSC related information to the media and shall refer all queries to the KO or designated representative.

C-1.5.12.5 Access Control Plan

The SP shall establish, in writing, an access control plan to ensure that access cards issued to the SP by the issuing agency (GSA), are not lost, misplaced, copied, or used by unauthorized persons. This plan shall be provided to the COR for review 30 workdays prior to commencement of work.

The SP shall report any occurrence of lost access cards to GSA within 30 minutes of discovery of loss. The SP shall provide GSA a written report by close of business the next day, providing all details of lost access card occurrences.

The SP shall prohibit the use of Government issued cards by any person other than authorized SP employees.

C-1.5.12.6 Paper and Cardboard Recycling

The SP shall separate recyclable paper and cardboard boxes from all other trash. Recyclable paper and cans shall be put into their respective Government-furnished recycling containers.

C-1.5.12.7 Fire Prevention

The SP shall comply with the Frank Carlson Federal Building Occupant Emergency Plan Fire Prevention Program.

C-2 ACRONYMS AND DEFINITIONS

C-2.1 General

As used throughout this section of the contract, or in material referenced by this contract, the following terms shall have the meanings set below.

C-2.1.1 Acronyms and Abbreviations

A

ACH	Automated Clearing House
ACMSS	Annuities for Certain Military Surviving Spouses
ADPE	Automated Data Processing Equipment
AFPD	Air Force Policy Directive
ALP	Acceptable Level of Performance
AR	Accounts Receivable

C

CFE	SP/Contractor Furnished Equipment
CFM	SP/Contractor Furnished Material
CFP	SP/Contractor Furnished Property
CFR	Code of Federal Regulations
CFV	SP/Contractor-Furnished Vehicles
CG	Coast Guard
CGHRMS	Coast Guard Human Resources Management System (Direct Access Data Exchange)
CGMS	Coast Guard Message System
CGPC	Coast Guard Personnel Command
COLA	Cost-of-Living Adjustment
COMDT	Commandant
COMDTINST	Commandant Instruction
COE	Certificate of Eligibility
COR	Contracting Officer's Representative
COTR	Contracting Officer Technical Representative
CPU	Central Processing Unit
CTX	Corporate Trade Exchange

D

DAFIS	Departmental Accounting and Financial Information System
DC	Debt Collection Branch of PSC
DEERS	Defense Enrollment Eligibility Reporting System

DIC	Dependency Indemnity Compensation
DMDC	Defense Manpower Data Center
DoD	Department of Defense
DHS	Department of Homeland Security
DOHA	Defense Office of Hearing and Appeals
DOT	Department of Transportation

E

ECS	Electronic Certification System
EEOC	Equal Employment Opportunity Commission
E-MAIL	Electronic Mail
EFT	Electronic Funds Transfer
EPM	Enlisted Personnel Manning

F

FAIR	Financial Accounting and Internal Review Branch
Fax	Facsimile
FEHBA	Federal Employees Health Benefits Plan Act
FINCEN	Coast Guard Finance Center
FITW	Federal Income Tax Withholding
FMFIA	Federal Managers' Financial Integrity Act
FMS	Financial Management Service
FOIA	Freedom of Information Act
FRMM	Financial Resource Management Manual
FSPA	Former Spouse Protection Act

G

GFE	Government-Furnished Equipment
GFF	Government-Furnished Facilities
GFM	Government-Furnished Supplies and Material
GFP	Government-Furnished Property
GFS	Government-Furnished Services
G-LGL	Commandant Legal
GSA	General Services Administration
G-WRP-2	USCG Military Entitlement Branch

H

HQ	Headquarters
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I

IAW	In Accordance With
ID	Identification
INST	Instruction
IRR	Inactive Ready Reserve
IRS	Internal Revenue Service

ISC	Integrated Support Command
ISSA	Intra-Service/Inter-Service Support Agreements
J	
JUMPS	Joint Uniform Military Pay System
K	
KO	Contracting Officer
L	
LA	Louisiana
LAN	Local Area Network
M	
MIW	Minimum Income Widow
MO	Missouri
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MRRA	Military Retirement Reform Act
N	
NAC	National Agency Check
NDA	Non-Disclosure Agreement
NLT	Not Later Than; No Later Than
NOAA	National Oceanic and Atmospheric Administration
NSLI	National Serviceman's Life Insurance
O	
OPM	Officer Personnel Manning (USCG); Office of Personnel Management (US)
OSDAA	Operations Systems Directorate Administrative Assistant
OSHA	Occupational Safety and Health Act
P	
PA	Pennsylvania
PC	Personal Computers
PDRL	Permanent Disability Retired List
PL	Public Law
POC	Point of Contact
PSC	Personnel Service Center (Changed from HRSIC 6 Jun 03)
PSCINST	Personnel Service Center Information Center Instructions
PSC (DC)	Personnel Service Center Debt Collections Branch (In April 2003 DC was incorporated under the Operations Division's Military Accounts Support Branch MAS)
PSC (ISA)	Personnel Service Center Information Systems Architect

PSC (ID)	Personnel Service Center Information Division
PSC (SDM)	Personnel Service Center Systems Development and Maintenance
PSC (LGL)	Personnel Service Center Legal Branch
PSC (MIS)	Personnel Service Center (Management Information Services) now under Systems Development and Maintenance Branch. (SDM)
PSC (OSD)	Personnel Service Center Operations Systems Directorate
PSC (PRC)	Personnel Service Center Procedures Branch
PSC (SES)	Personnel Service Center Separations, Entitlements and Validation Branch
PVCS	Product Version Control System
PWS	Performance Work Statement

Q

QC/CSP	Quality Control/Customer Satisfaction Plan
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R

RAPIDS	Real-Time Automated Personnel Identification System
RAS	Retirement and Annuitant Services Branch
RCSBP	Reserve Component Survivor Benefit Plan
RET-1	Reserve Retirees Eligible for Retired Pay
RET-2	Retired Reserve Member Awaiting Age 60 for Retired Pay
ROE	Report of Existence
RPM	Reserve Personnel Manning
RSFPP	Retired Serviceman's Family Protection Plan

S

SBP	Survivor Benefit Plan
SBP/DR	Survivor Benefit Plan/Direct Remittance
SCP	System Change Proposal
SCSD	Service Connected Severely Disabled
SF	Standard Form
SITW	State Income Tax Withholding
SOP	Standard Operating Procedure(s)
SP	Service Provider
SSA	Social Security Administration
SSBP	Supplemental Survivor Benefit Plan
SSO	Social Security Offset

T

TDRL	Temporary Disability Retirement List
TE	Technical Exhibit
TRM	Transition and Relocation Manager
TX	Texas

U

U.S.C.	United States Code
USCG	United States Coast Guard
V	
VA	Department of Veterans Affairs; Virginia
VOA	Victims of Abuse
W	
WAN	Wide Area Network

C-2.2 Definitions

Acronyms not listed above may be researched from the appropriate Manuals:

Personal Pay and Procedures Manual COMDTINST M1000.2A

<http://www.uscg.mil/hq/PSC/3PM.htm>

Reserve Policy Manual COMDTINST M1001.28

<http://www.uscg.mil/reserve/pubs/rpm/rpmhome.htm>

U.S. Coast Guard Pay Manual COMDTINST M7220.29A

<http://www.uscg.mil/HQ/G-W/G-WP/G-WPM/g-wpm-2/Payman/Pay%20Manual.pdf>

Coast Guard Personnel Manual COMDTINST M1006.A

<http://www.uscg.mil/hq/g-w/g-wp/g-wpm/PersMan/PERSMAN%20Opening.pdf>

Account Status Change – An action that affects the continuance of pay.

Active Duty – Full time duty in the active service of a Uniformed Service, including fulltime training duty, annual training duty, and attendance while in the active service at a school designated as a Military Service school by law or by the Secretary concerned.

Allotment – A definite portion of the retired pay of a person retired from a Military Service, which the allotter authorizes to be paid to a designated beneficiary.

Annuitant – A person receiving an annuity.

Annuities for Certain Military Surviving Spouses – Section 644, PL 105-85 provides a survivor annuity to a qualifying surviving spouse of a member of the uniformed services, who died before March 21, 1974. The member has to be entitled to retired or retainer pay on the date of death, or was a member of a reserve component of the Armed Forces during the period beginning on September 21, 1972, and ending on October 1, 1978, and at the time of his death would have been entitled to retired pay under chapter 67 of Title 10 U.S.C., but was under age 60 years of age. Also the surviving spouse cannot qualify for RSFPP, RCSBP, SBP or Minimum Income Widows annuities.

Annuity – A monthly payment made to a person as a result of a specific survivorship plan

As Directed, As Required, As Permitted, Approved, Accepted – Where these words or words of similar significance are used, it shall be understood that the direction, requirements, permission, permission, approval, or acceptance of the Contracting Officer is intended unless stated otherwise.

Armed Forces of the United States – Includes the Army, Navy, Air Force, Marine Corps, and Coast Guard, and all components thereof.

Bankruptcy – Documents issued by a United States bankruptcy court identifying a retiree as a petitioner and requiring some, if not all, of the following actions by the Coast Guard as an employer or pension administrator:

- Withhold and remit specified amounts to a named Bankruptcy Trustee in Chapter 13 cases from the compensation of the petitioner;
- Suspension of all debt collection against the petitioner or liabilities covered by the filing; and/or
- Submission of creditor claims on behalf of the Government for amounts owed to the Coast Guard and subject to jurisdiction of the court.

See 11 U.S.C. 1001-1086 for additional information.

Beneficiary – The recipient of certain benefits due as a result of a relation to, or a designation by, a member.

Certificate of Eligibility – Annually in the month of their birth, all SBP Annuitants will receive a form to be resubmitted in order to verify continued eligibility for payments.

Change Order – A written order signed by the KO, directing the SP to make changes that are authorized by the Changes clause of the contract.

Child Support – A periodic payment of funds for the support and maintenance of a child or children.

Congressional Inquiry – Congressional offices require information from Government offices and they require this information quickly. PSC responses are sent exclusively to Commandant (G-WRI). See PSCINST 5730.1A.

Consumable Items or Supplies – Those items that are consumed in use or supplies that lose their separate identity when used for their intended purpose.

Contract – A mutually binding legal relationship obligating the seller (Service Provider) to furnish the supplies or services and the buyer (Government) to pay for the supplies or services. It includes all types of written (unless otherwise authorized) commitments that obligate the Government to disburse appropriated funds.

Contract Discrepancy – A failure of the Service Provider to perform in accordance with contract requirements and specifications. A contract discrepancy may result from a failure of the

Service Provider to provide, or provide on time, the required contract products or services; or it may result because delivered products or services do not meet specific contract standards.

Contract Discrepancy Report (CDR) – A formal, written documentation of Service Provider nonconformance or lack of performance for contracted work. A report used to document unsatisfactory Service Provider performance. The CDR is initiated by the contracting officer, or an authorized representative, whenever the performance, as determined by the contracting officer, is unsatisfactory. The CDR requires the Service Provider to explain, in writing, why performance is unsatisfactory; how performance shall be returned to satisfactory levels; and how recurrence of the problem shall be prevented in the future. The Service Provider completes and returns the report to the contracting officer.

Contract Start Date – The contract start date for performance is the first day following the completion of the phase-in/transition period. The contract start date begins the Base Contract year for performance of work and remains in effect for 12 months unless terminated IAW applicable clause. Each Option Period shall be for 12-months following the base year.

Contracting Officer (KO) – A Contracting Officer is the only person with the authority to create, modify, or terminate a contract. The Contracting Officer is the only official who can obligate the Government through a contract. Throughout the document, the term KO is used for clarity and readability and refers to all designated representatives of the Government.

Contracting Officer's Representative (COR) – The COR is the individual appointed in writing by the contracting officer and delegated specific authority to monitor SP performance.

Contracting Officer's Technical Representative (COTR) – The COTR is the individual with the technical background of the contract's subject matter appointed in writing by the contracting officer and delegated specific authority to monitor SP performance.

Cost-of-Living Adjustment (COLA) – Percentage change applied to retired pay and SBP annuities based on laws using the Consumer Price Index (CPI), as published by the Bureau of Labor Statistics, to determine the amount of income.

Customer – Retirees, annuitants or others who receive services from RAS.

Customer Service Newsletter Survey – A general survey requesting feedback about RAS customer service that appears regularly in Evening Colors (the quarterly newsletter for Coast Guard and NOAA Retirees).

Defect – Any nonconformance with requirements specified in the PWS.

Defense Enrollment Eligibility Reporting System (DEERS) – It maintains personnel information on the military members, retirees and their respective dependents and annuitants.

Dependency and Indemnity Compensation (DIC) – Compensation paid by the Department of Veterans Affairs to the widow or widower of a member who dies after Dec 31, 1956 from a service-connected or other compensation-eligible disability.

Direct Deposit Request – Direct Deposit/Electronic Funds Transfer (DD/EFT) is the prescribed method of payment for pay of military members, including retirees and annuities. A retiree/annuitant may submit a request to have his/her pay sent directly to the account of choice at his/her financial institution.

DMDC Matches – A comparison of a Social Security Administration file for date of death to a DMDC file for date of death.

EEOC – The EEOC was established by Title VII of the Civil Rights Act of 1964 and began operating on July 2, 1965. The EEOC enforces the following federal statutes:

- Title VII of the Civil Rights Act of 1964, as amended, prohibiting employment discrimination on the basis of race, color, religion, sex, or national origin;
- the Age Discrimination in Employment Act (ADEA) of 1967, as amended, prohibiting employment discrimination against individuals 40 years of age and older;
- the Equal Pay Act (EPA) of 1963 prohibiting discrimination on the basis of gender in compensation for substantially similar work under similar conditions;
- Title I and Title V of the Americans with Disabilities Act (ADA) of 1990, prohibiting employment discrimination on the basis of disability in the private sector and state and local governments;
- Section 501 and 505 of the Rehabilitation Act of 1973, as amended, prohibiting employment discrimination against federal employees with disabilities; and,
- the Civil Rights Act of 1991 providing monetary damages in cases of intentional discrimination and clarifying provisions regarding disparate impact actions.

EEOCs website: <http://www.eeoc.gov/statauth.html>

Entitlement – The legal right to receive items of retired pay or annuities.

Equipment – Articles needed to outfit an individual or organization. Clothing, tools, vehicles, and similar items are articles of equipment. Term is synonymous with "supplies", "material", and "materiel".

Expendable – Government property that is consumed in use or loses its identity in use and is dropped from stock record accounts when issued or used. Expendable items include certain repair parts of low intrinsic value or items unworthy of full accounting procedures, such as office and cleaning supplies.

Fair Wear and Tear – The loss or impairment of the appearance effectiveness, worth, or utility of an item that has occurred solely because of the normal and customary use of the item for its intended purpose.

Final Pay Claims – Upon the retiree's death, unpaid retired pay is paid to the beneficiary.

Financial Institution – A bank, credit union or thrift association.

Fire Prevention – Actions to eliminate construction deficiencies, personal habits and attitudes, equipment failures, and other situations in order to reduce exposure or loss of life and property to fire. The federal government has established that national fire prevention be observed each October. All federal agencies utilize one week of each October to emphasize fire prevention safety. Evacuation fire drills are practiced during this period. All occupants of the Frank Carlson Federal Building are required to support this activity IAW the Frank Carlson Federal Building OEP.

Fiscal Year (FY) – The Government fiscal year (FY) begins every October 1st and ends the following September 30th. The fiscal year is designated by the calendar year in which it ends. For example, Fiscal Year 1999, abbreviated FY 99, begins 1 Oct 98 and ends 30 Sep 99.

Foreign Address – An address outside of United States, its possessions and territories.

Former Spouse – The former husband or former wife of a retired member.

Former Spouse Protection Act – Former Spouse Protection Act (FSPA) provides benefits for former spouses of uniformed services members including direct payments from retired pay for child support, alimony or as a division of property.

Frequency – Indicates the natural frequency of that output's performance, (ongoing, daily, monthly, quarterly, or semiannual task); or the workload is not subject to any regular frequency but is collected for the entire year in an annual or biannual figure.

Garnishment – The legal procedure through which payment is made from an individual's pay, to another party in order to satisfy a legal obligation. Section 659 of Title 42, United States Code authorizes the garnishment of active duty pay, retired pay, VA disability pay, and survivor benefits to enforce obligations of alimony and child support. A valid court order or similar legal process must be used prior to the garnishment of active duty or retired pay.

Government – The United States Government, the Department of Homeland Security (DHS), the United States Coast Guard (USCG), other relevant federal agencies, and the terms used to refer to the designated officials and their duly appointed representatives for contract administration. The term Government as used herein includes the Governmental-in-Nature (GIN) staff, the Contracting Officer (KO) and the Contracting Officer's designated representatives.

Government-Furnished Equipment (GFE) – Government-owned equipment furnished to a SP for the performance of a contract. A term used in this contract to mean equipment in the possession of, or directly acquired by, the Government and subsequently made available for the sole use of the SP in the performance of this contract.

Government-Furnished Supplies and Materials (GFM) – Government purchased supplies and materials for use by the SP.

Government-Furnished Property (GFP) – Property in the possession of, or directly acquired by, the Government and subsequently made available to the SP. A term used in this contract to mean property in the possession of, or directly acquired by, the Government and subsequently made available for the sole use of the SP in the performance of this contract.

Government-Furnished Services – Services provided to the SP by the Government because the Government is contractually obligated to do so.

Government-Owned Property – A term used in this contract to mean property owned or leased to, the Government or acquired under the terms of the contract and subsequently delivered to the SP for use by supported customers or on equipment of supported customers.

Guidance – A manual, memo, power point presentation, fact sheet, etc., that explains a law, regulation, procedure or form, but does not have the authority of law or the regulatory authority of the organization.

Includes – Means, “includes, but is not limited to”. This statement is to identify the mentioned work addressed, but is not limited to that work alone. The statement allows for other adjustments that may arise in the future by the SP or KO.

Intra/Inter-Service Support Agreement (ISSA) – A document wherein the participants, to preclude any misunderstanding, state clearly in writing, the agreement for the provision of support arrived at between the activities involved, especially the obligations assumed by each and the rights granted to each. An agreement, used for coordinating and providing support to component units, activities, and individuals located outside the on-site location real property boundaries. A completed DD Form 1144 documents the support services a supplier provides a receiver and the reimbursement the receiver will pay to the supplier for the identified levels of support.

Joint Inventory – A physical count of items conducted by individuals representing separate interests for the purpose of establishing the quantities of property on hand.

Legislative Increases – This is an adjustment in retired pay authorized by legislation that identifies a percentage increase rather than being based on the Consumer Price Index.

Memorandum of Agreement (MOA) – A document that defines general areas of responsibility and agreement between two or more parties, normally DoD or VA. MOAs that establish

responsibilities for providing recurring support will be supplemented with support agreements that specify the services and define the basis for reimbursement.

Memorandum of Understanding (MOU) – A document that defines areas of mutual understanding between two or more parties.

Military Retirement Reform Act – Members with a DIEMS (Date of Initial Entry in the Military Service) on or after August 1, 1986 have a choice of two retirement options: (1) Retire under the High-Three Plan or (2) Retire under provisions of the Military Retirement Reform Act (MRRRA), also known as Redux, and take a \$30,000 career retention bonus at the 15 year career mark.

Minimum Income Widow Annuity VA – An annuity under the minimum income widow provision of the SBP law payable to widows entitled to a pension, as authorized by the VA.

Non-Pay Customers/Accounts – Members or annuitants with entitlement to pay, but in a non-pay status, i.e. full VA, full DIC, Civil Service Annuity, TDRL lapse, status unknown, or re-marriage of annuitant before age 55.

National Agency Check – All personnel doing work for the Federal Government that use unclassified but sensitive computer systems are required to have a trustworthy national agency check IAW DoD 5220.22-M, National Industry Security Program Operating Manual.

Normal Working Hours – Normal working hours shall mean 0730 hours until 1630 hours local time.

Off-Site – Location for meetings or training that are not administered in the location that the PWS work is being performed.

Ongoing – Pertains to Frequency. Work can occur intermittently throughout the year. (Performance of work)

On-Site – Repairs or services performed at a contractor's location.

On-Site Work Closure – The cancellation of all nonessential works efforts and dismissal or delayed reporting of nonessential personnel. An on-site work closure may be caused by a catastrophic event, natural disaster, major incapacitating storms, floods, or Federal or training holidays.

Other Debts – These debts were incurred by the customer and are owed to some other government entity, not the USCG. Examples of Other Debts: Air Force Exchange, bad checks to commissaries, tuition assistants and VA compensation.

Overpayment – An amount paid to a retiree, annuitant, or legal fiduciary, which is more than that to which entitlement exists.

Performance Requirement – Divides acceptable and unacceptable performance of a task according to the performance requirement summary. It is the number of defects or maximum percentage defective in the lot that is deemed acceptable. Any further defects will require the Government to affect the price computation system.

Performance Requirements Summary (PRS) – A listing of the service outputs under the contract that are to be evaluated by the Quality Assurance Evaluator (QAE) on a regular basis, the surveillance methods to be used for these outputs, and the performance requirement of the listed outputs. The PRS shows contract requirements, the component requirements related to each contract requirement, the price of each work requirement as a percentage of the associated contract requirement, the standard of performance, and the maximum allowable defect rate for each work requirement.

Performance Standard – This is a metric, which if met, indicates that the output is being performed successfully. The Acceptable Level of Performance (ALP) in the Performance Requirements Summary is a percentage value of the number of performances of each output that must adhere to the performance standard set for that output. More than one standard for each output may be indicated in the PWS statement. If so, the workload for those outputs will: (a) be indicated in the period(s) box for each of the outputs, or (b) be same workload as indicated in the period(s) box for the first output.

Performance Work Statement (PWS) – The PWS consists of the definitive or descriptive words identifying the subject matter of the contract referred to as the specifications or work statement.

Periods 1, 2, 3, 4 and 5 – Each period represents 1 year of contract performance. The blocks underneath the period contain the number of times the output is performed per year during the specific period of performance.

Phase-in Period – The transition period during which the SP performs the steps necessary to assume responsibility for PWS requirements (e.g., bring staff on-site, conduct inventories, receive indoctrination and training, etc.); planned to be 90 days (TBD by KO) in length. Start of phase-in period may be affected by Government personnel considerations (RIF notice requirements, etc.).

Phase-In Plan – The Service Provider (SP) shall submit to the Contracting Officer (KO) a plan identifying those actions, plans, procedures, and timeliness necessary to ensure a smooth transition from the start of the phase-in period to full operational status by the SP.

Phase-Out Plan – The Service Provider (SP) shall develop and submit to the Contracting Officer (KO) a plan that will affect a smooth and orderly transfer of responsibility to a successor SP.

Physical Security – That part of security concerned with physical measures designed to safeguard personnel; to prevent unauthorized access to equipment, installations, material, and documents; and to safeguard them against espionage, sabotage, damage, and theft.

Physically or Mentally Incapacitated – An individual who is impaired by a physical disability, mental deficiency, advanced age, chronic use of drugs or alcohol, or other causes which prevent sufficient comprehension or the capacity to competently manage his or her own affairs.

Place Holder for Immediate Recalls for more than 30 days – The retiree's retirement pay is placed in a non-pay status for the period of recall.

Place Holder for RCSBP Annuity – If the retiree elects Option B for SBP (elects coverage for the annuitant to begin upon Reservist's death or upon date Reservist would become age 60, whichever is later), then a non-pay account is established to keep track of the future annuity.

Policy – A law, regulation or directive that has the authority of the Government or the organization behind it that directs the actions of the organization and the behavior of the employees with regard to the subject of the law, regulation or directive.

Pre-Retirement Seminar – A seminar presented to prospective retirees to help them to determine if they are ready for retirement. The seminar is conducted by the CG district and the CG Worklife Transition and Relocation Manager (TRM). RAS personnel help present the seminar.

Property – The term 'Government Property'. Property includes, but is not limited to, land, facilities, equipment, supplies, parts and accessories thereto, and the alterations or installation of any of the foregoing. Not included is property accounted for and owned by a non-appropriated fund activity.

Quality Assurance (QA) – A methodology used by the Government to assure that the quality of purchased goods and services received are acceptable, in accordance with established standards, and meet the requirements of a contract.

Quality Assurance Evaluator (QAE) – An official Government representative concerned with matters pertaining to the contract administration process and Quality Assurance/Quality Control. Acts as a technical advisor to the Contracting Officer in these areas. A Government representative that is responsible for performing surveillance/inspection of the Service Provider performance.

Quality Assurance Surveillance Plan (QASP) – A document written and used by the Government for quality assurance surveillance. The document contains specific methods to perform surveillance of the Service Provider's performance.

Quality Control (QC) – A methodology used by the Service Provider to control the quality of goods and services provided. Those actions taken by the Service Provider to control the quality of goods or services produced so they meet the requirements of the contract.

Quality Control Program – Service Provider's system to control the equipment, systems, or services so that they meet the requirement of the contract.

RCSBP Options – Annuity Options for Reserve Component Survivor Benefit Plan elections consist of the following:

- a. Option A. The member defers a survivor annuity election or declines coverage until age 60. There is no coverage for the years between becoming eligible for retirement and reaching age 60. If the member dies before reaching age 60, no survivor annuity is payable. At age 60, the member may elect to participate in SBP as any other member becoming entitled to retired pay.
- b. Option B. The member elects to provide a deferred survivor annuity that begins on the date that would have been the member's 60th birthday, or on the day after the member's death, whichever is later.
- c. Option C. The member elects to provide an immediate survivor annuity beginning on the day after the member's death, whether before or after age 60.

Real Property – All items identified within the Real Property Inventory. These items consist of facilities, installed equipment, improvements to grounds, and such non-building facilities as roads, signs, flagpole, and fencing.

Records – Documents - All books, papers, maps, photographs, notebooks, computer tapes, magnetic tapes, punched cards, floppy discs, computer output microfilm, microfilm, film slides, view graph, transparencies or other documentary materials, regardless of physical form or characteristics, created or received by the SP in pursuance of Federal law or in connection with the transaction of public business.

Recycling Initiatives – A energy program to aid in reducing waste by providing paper recycling containers through out the PSC work spaces to enable a firm under contract to make weekly collections of paper products for recycling.

Report of Existence – Annually, Former Spouses receiving payments from retired pay will receive a certification letter to confirm continued eligibility of payments. Retirees/annuitants with a foreign address zip code and guardian of physically/mentally incapacitated retirees or annuitants will receive a report semi-annually to certify continued eligibility for payments.

Reserve Component Survivor Benefit Plan – A monthly annuity paid to the surviving spouse or, in some cases, eligible children, of a Reserve Component member who dies and has completed the satisfactory years of service that qualified the member for retired pay at age 60.

Reserve RET 1 – Member has turned age 60, has already submitted his/her retirement package and is eligible for military pay.

Retired Member (Retiree) – A person originally appointed or enlisted in a Uniformed Service who has retired and is now carried on one of the lists of retired personnel from the Regular or Reserve Components of the Uniformed Services.

Retired Pay – The gross entitlement for a member based on conditions of the retirement law, pay grade, years of service for basic pay, years of service for percentage multiplier, percentage of disability, if applicable, and date of retirement (transfer).

Retired Serviceman's Family Protection Plan (RSFPP) Annuity – Pertains only to retirees who retired prior to September 21, 1972. This plan allowed members of the Uniformed Services to elect an annuity for their spouses and/or children.

Retirement Date – The first day of entitlement to retired pay not a day of active duty.

SBP Child Annuity – Retiree elects SBP coverage for children only. Children are eligible for coverage up to age 18; up to age 22 if in college; or for a lifetime if physically or mentally incapacitated.

SBP Insurable Interest Person – A retiree may elect to provide an annuity under the SBP/RCSBP for a person who depends on his/her income for support, i.e. parent, dependent or non-dependent child relative, etc. Electing Insurable Interest provides an annuity during the life of the beneficiary.

Sensitive – Requiring special protection from disclosure that could cause embarrassment, compromise, or threat to the security of the sponsoring power. May be applied to an agency, installation, person, position, document, material, or activity

Serviceable – Condition of property that is ready for use.

Service Provider – The SP, its subsidiaries and affiliates; joint ventures involving the SP; or any entity with which the SP may have merged or any individual or entity that assisted or advised the SP in the preparation of proposal under this solicitation.

Shall – Is imperative. The word “Shall” is used in connection with the SP and specifies that the provisions are binding.

Social Security Offset – When a widow(er) reaches age 62, the monthly annuity under the Survivor Benefit Plan (SBP) or Reserve Component Survivor Benefit Plan (RCSBP) is reduced by the amount of the widow(er)'s Social Security entitlement based on the spouse's military earnings. The offset is computed based on the formula used by the Social Security Administration (SSA).

SP Employees – For the purpose of this contract, the term “SP employee(s)” applies to all SP employees and sub-SP employees performing work on this contract.

SP/Contractor-Furnished Equipment (CFE) – That equipment the SP is required to furnish in order to perform the requirements of the contract.

SP/Contractor-Furnished Property (CFP) – The property that the SP is required to furnish in order to perform the requirements of the contract. The SP retains title to all CFP. The term CFP includes SP Furnished Equipment (CFE).

SP/Contractor-Furnished Vehicles – Those vehicles the SP is required to furnish in order to perform the requirements of the contract.

Standard – An acknowledged measure of comparison. Standards are usually based on quality or timeliness. A standard may be an expression of time, size, number of something, or a written description of quality.

Standard Operating Procedure (SOP) –

- a. External SOP. Standardized set of procedures, developed by the Government, which must be adhered to by Government organizations/units to ensure compliance with regulatory requirements and the Performance Work Statement. The SP utilizes these SOPs for information and awareness of customer responsibilities.
- b. Internal SOP. Standardized set of procedures, developed by the SP, which provide details on how work is to be accomplished by SP's employees. The Government for information and contractual compliance purposes utilizes the SP's internal SOPs.

Start Date – (Also, Implementation Date). This term is used to refer to the actual date work is scheduled to begin under a contract, as provided in the solicitation. The date the contract becomes effective and the SP begins operation or the date the installation fully implements the MEO.

Surviving Spouse – A person of the opposite sex who was the spouse of a veteran at the time of the veteran's death, who lived with the veteran continuously from the date of marriage to the date of the veteran's death (except when there was a separation due to the misconduct of, or procured by, the veteran by no fault of the spouse). In addition, the person who was not married or has not lived with another person and held himself or herself out openly to the public to be the spouse of such other person since the death of the veteran, and after Sep 19, 1962 (Department of Veterans Affairs definition only).

Survivor Benefit Plan – This plan was established by Congress effective 21 Sep 72 (Public Law 92-425) to provide a monthly income to survivors of retired military personnel upon the member's death when retired pay stops.

Tax Certificate Letter – RAS furnishes a letter to the retiree showing the payments the retiree made towards debt for the prior year.

Tax Levy – Documents issued by the Internal Revenue Service identifying a retiree as a taxpayer in debt to the U.S. Treasury and requiring the Coast Guard as an employer or pension administrator to withhold and remit specified amounts from monthly compensation. (Note: State tax levies are not authorized under existing law)

Telephones – Telephones installed at each CG Work station for the transaction of official Government business have authorized access to commercial telephone company central offices within the free calling area. (Note: telephones allow access to local and long distance services worldwide)

Terrorism – The calculated use of violence or threat of violence to inculcate fear; intended to coerce or to intimidate Governments or societies in the pursuit of goals that are generally political, religious, or ideological.

Uniformed Services – The Army, Navy, Air Force, Marine Corps, Coast Guard, National Oceanic and Atmospheric Administration, and Public Health Service.

Utilities and Related Services – Electric power; water, sewage, and garbage disposal; trash collection; furnished by the Government.

VA Offsets – The corresponding offset to military retired or annuity pay that is equal to the award of VA or DIC compensation.

Veteran – A person who served in the active military, and who was discharged or released under honorable conditions. (Department of Veterans Affairs definition only).

Veterans Compensation – A monthly payment made by the Department of Veterans Affairs to a veteran because of service-connected disability or to a surviving spouse, child, or parent of a veteran because of the service-connected death of the veteran occurring before Jan 1, 1957 (Department of Veterans Affairs definition only).

Waiver – The authority to forego the collection of a Government claim arising out of an erroneous payment or an overpayment of pay or allowance.

Widow/Widower – The surviving spouse of the deceased member.

Will – The word “Will” is used to express a declaration of purpose on the part of the Government.

C-2.3 Workload Complexities and Workload/Output Tables

Section C-5 of this PWS addresses specific tasks and workload. Description of the workload has been divided into two sections: workload complexities and workload/output tables. Workload complexities provide the level of difficulty for multiple efforts to be performed under the same task. Workload/output tables provide a description of the workload in terms of output, frequency, measurement, periods, performance standard, and guidance and policy.

C-2.3.1 Workload Complexity

There are three levels of workload complexities that are provided for analytical purposes and to provide the SP with a clear understanding of the type and level of workload within certain tasks for the purposes of bidding on this PWS. Many workloads described in this PWS use workload complexity tables to better describe the workload to be performed. When a task can be performed using the same level of effort of all the task's components, then no workload complexity table is required or included.

The workload complexity levels refer to the work to be performed and categorized as Simple, Moderate, and Complex. All three types of workload complexities must be performed as part of the minimal requirements of this PWS where specified in the workload/output tables. The workload complexity categories are defined as follows:

Simple Work: Describes activities, which require a minimum number of actions to complete.

Example: An address or federal income tax change, where one piece of data is reviewed and a data entry is required.

Moderate Work: Describes activities, which may require multiple actions and/or research to complete.

Example 1: Reviewing and validating retirement applications for legal compliance. May involve a manual calculation of service time for pay, which involves comparing different data and performing a manual calculation.

Example 2: Calculation of final pay due beneficiaries, involving manual calculation and several data entry actions.

Complex Work: Describes activities that are very detailed and require referencing multiple sources and/or research to complete.

Example 1: Computing a social security offset (SSO), which may involve reviewing an active duty microfiche for members' wage information, and using several program applications to arrive at the initial data required to determine the appropriate offset.

Example 2: Processes that involve multiple outputs to arrive at an end product, such as transmitting payrolls that involve five accounting sheets for one payment, loading payment information into the ECS, and mailing the letter and cartridge to the agency concerned.

Example 3: Processes that involve multiple actions for maintaining the SBP/DR billing, such as receiving incoming data, verifying data with member's account, keying in data onto a sub program, issuing a monthly billing, establishing a debt for SBP arrearage.

C-2.3.2 Output Tables

Workload outputs consist of Periods, Frequency, Measurements, and Performance Standards as defined in C-2.2. Each period represents one year of contract performance. The blocks underneath the period contain the number of times the output is performed per Frequency during the specific Period of Performance.

Workload shown for a Period 1, 2, 3, 4 and 5 box within the PWS is based upon historical (Jan 02 thru Dec 02 data) workload represented as an annualized figure in the “Period” box unless otherwise known.

Frequency indicates the natural frequency of that output’s performance (ongoing, daily, monthly, quarterly, semiannual or annual task).

Measurement reflects the unit of measure. Examples are Square Feet, Transactions, Buildings, Occurrences and other natural breakouts of what’s specifically being measured. Given the nature of the work conducted in this PWS, the most commonly used measurement is Occurrences.

The Performance Standard is a metric, which if met, indicates that the output is being performed successfully. If these standards are not met, the SP is not in compliance with the minimum performance requirements of this PWS.

The Acceptable Level of Performance (ALP) is a percentage value of the number of performances of each output that must adhere to the performance standard set for that output. More than one standard for each output may be indicated in the PWS statement. If so, the workload for those outputs will: (a) be indicated in the period(s) box for each of the outputs, or (b) be the same workload as indicated in the period(s) box for the first output.

In all cases, workload was reviewed to ensure the proper/acceptable level of service was applied (performance standard). Where workload is mandated by regulatory guidance/policy, frequencies of occurrence were used as defined in these documents. An example is, “Reports are due quarterly.”

C-2.3.3 Example Workload Complexity and Workload/Output Tables

The workload complexity and workload/output tables illustrated in the PWS reflect the level of workload to be performed during each of the five annual periods. The following tables and narrative further explain these tables.

U.S. Coast Guard Personnel Service Center
Retiree and Annuitant Services Branch (RAS)
Performance Work Statement

Workload Complexities	Annuitant Changes
Simple	<ul style="list-style-type: none"> ▪ Address Change ▪ Direct Deposit Request ▪ FITW ▪ Guardian ▪ Name Changes
Moderate	<ul style="list-style-type: none"> ▪ DIC Offsets ▪ DMDC Matches ▪ Former Spouse Adjustments
Complex	<ul style="list-style-type: none"> ▪ Social Security Offset (SSO)

Annuitant

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account change – Simple	Daily	Occurrence(s)	1,680	1,729	1,779	1,831	1,884
Performance Standard			Guidance and Regulations				
Account changes will be validated within one monthly pay-period after receiving notification of the change-99%			Treasury Department Circular E DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account change – Moderate	Daily	Occurrence(s)	1,539	1,584	1,630	1,677	1,726
Performance Standard			Guidance and Regulations				
Account changes will be validated within one monthly pay-period after receiving notification of the change-99%			10 U.S.C. 1552 26 U.S.C. 6331-6334 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account change – Complex	Daily	Occurrence(s)	92	95	98	101	104
Performance Standard			Guidance and Regulations				
Account changes will be validated within one monthly pay-period after receiving notification of the change-99%			Public Law 92-425 10 U.S.C. Ch. 73, Sec 1451 For additional detail refer to Section C-6				

During the first period of performance, the SP shall validate account changes according to each workload complexity: simple is 1,680; moderate is 1,539; and complex is 92. The successful accomplishment of this output for each workload complexity will be evaluated against the performance standard, “narrative”. This workload is performed IAW the listed guidance and regulations.

In narrative terms, the above output would read as follows:

During the first period of performance, the SP shall

- Validate simple account changes approximately 1,680 times,
- Validate moderate account changes approximately 1,539 times, and
- Validate complex account changes approximately 92 times during the performance period (1year).

The successful completion of this output at each workload complexity level will be evaluated against the performance standard, 99 percent of the “Account changes will be validated within one monthly pay-period after receiving notification of the change”. This workload is performed IAW the listed guidance and regulations.

Based on this statement, the SP shall bid the work based on occurrences indicated in the “Period” description block as shown over the first year and option years of the contract.

C-2.3.3.1 Output Table Description

BLOCK	DESCRIPTION
Output	Name of the output as reflected in the PWS
Frequency	Ongoing – Task is worked on an intermittent basis Daily – Task is required every day Weekly – Task is required once a week. Monthly – Task is required once a month. Annually – Task is required once a year. Where workload is mandated by regulatory guidance/policy, frequencies of occurrence were used as defined in these documents.
Measurement	Reflects the unit of measure. Examples are Square Feet, Transactions, Buildings, Occurrences and other natural breakouts of what's specifically being measured.
Periods 1, 2, 3, 4 and 5	Each period represents one year of contract performance. The blocks underneath the period contain the number of times the output is performed per Frequency during the specific Period of Performance.
Performance Standard	This is a metric, which if met, indicates that the output is being performed successfully. The Acceptable Level of Performance (ALP) in the Performance Requirements Summary is a percentage value of the number of performances of each output that must adhere to the performance standard set for that output. More than one standard for each output may be indicated in the PWS statement. If so, the workload for those outputs will: (a) be indicated in the period(s) box for each of the outputs, or (b) be the same workload as indicated in the period(s) box for the first output.
Guidance/Regulations	References supporting the requirement for the work to be performed. In some cases the performance standard determined by customer expectations or internal business practice, “none,” will be annotated in the Guidance/Regulation block.

C-2.3.3.2 Acceptable Levels of Performance (ALP)

ALPs represent the requisite success rate for each output that comprises the total workload. For tasks with two or more workload complexities, the outputs will be summed for two total

workloads: one total for retirees, the other total for annuitants. ALP is a percentage value of the number of performances of each output that must be accomplished to achieve the performance standard set for that output. ALPs are determined based on agency directives; historical records of how well the Government provided the service; or management decision.

Reference the above example output table. As explained above, the table reads that the successful accomplishment of the output will be evaluated against the performance standard, "Account changes will be validated within one monthly pay-period after receiving notification of the change." The ALP determines how often the SP must successfully accomplish/perform that output. In this example, the ALP may be established as 99%. An ALP of 99% here would mean that no more than 1% of the occurrences- in which the SP validates customer account changes - may be accomplished beyond the current monthly pay-period after the SP receives notification of the change.

Adherence of outputs to their specified ALPs is evaluated on the basis of a reasonable period of time. For some outputs, it is reasonable to evaluate adherence to ALPs on the basis of their frequency. That is, if an output was accomplished 100 times weekly, and the ALP was 90%, it would be reasonable to expect the SP to meet the performance standard on at least 90 of the 100 accomplishments of the output each week.

However, if the above example outputs were accomplished just three times monthly, and also had an ALP of 90%, it would not be reasonable in this case to evaluate adherence to the ALP on the basis of frequency. Since there are only 3 accomplishments per month, if the SP does not meet the performance standard on 1 of the 3 accomplishments, the performance level is 67% for that year. To meet the ALP of 90% for that month the SP would have to meet the performance standard on all 3 accomplishments. Because the ALP must be reasonable enough to allow for unexpected problems, it will not be raised to 100% in most cases. Therefore, it is more reasonable in this case to evaluate adherence to the ALP on an annual basis. With 3,311 (totaling 1,680 Simple, 1,539 Moderate, and 92 Complex) accomplishments per year, the SP must meet the performance standard on at least 3,278 of the 3,311 accomplishments in order to meet the ALP of 99%. Using this basis allows for the possibility of unexpected problems that prevent accomplishment of the performance standard, but still ensures that the ALP is met over a reasonable time period.

C-3 GOVERNMENT-FURNISHED PROPERTY (GFP) AND SERVICES (GFS)

C-3.1 Government-Furnished Property and Services

The Government will furnish or make available to the Service Provider (SP) all existing facilities, utilities, equipment, parts, supplies, and materials of the same type, quality, and quantity similar to that currently being used by the in-house workforce in the performance of this contract unless otherwise specifically stated within this PWS. The procurement of additional property by the SP for use in performing this PWS will be funded by the Government when it is deemed in the best interest of the Government. The ownership of the property (Government or SP) will be decided during the procurement approval process. The Government will provide the facilities, utilities, equipment, parts, supplies, and materials described herein as Government Furnished Property (GFP). GFP consists of Government Furnished Facilities and Utilities (GFF), Government Furnished supplies and material (GFM), and Government Furnished Services (GFS). The SP shall not use GFP for any other purpose than execution of work under this contract.

C-3.1.1 Joint Inventory

The SP and Contracting Officer (KO) or Contracting Officer's Representative (COR) shall conduct a joint inventory of GFP prior to commencing work under this contract. This inventory shall detail the material description and quantities of all GFP and determine the condition of GFP. The SP shall certify the findings of this inventory, assume accountability, and subsequently report inventory discrepancies to the COR. GFP shall not be removed from the installation unless approved by the COR in writing.

C-3.1.2 Annual/Cyclic Inventories

The SP shall perform inventories, annually (conducted during the anniversary month of this contract) and cyclic (when requested by supply division), of Government Furnished Equipment (GFE) and furnish the COR the results within 5 working days after the inventory is conducted. The SP shall be liable for all SP caused shortages, losses, and/or damages in excess of fair wear and tear, or destruction of property. The SP shall submit a formal report to the COR on the shortage, loss, damages in excess of fair wear and tear, or destruction of property.

C-3.1.3 Returning/Replacing GFP

The SP has the option of returning any unused GFP to PSC during the performance period. PSC may not replace returned GFP nor will it be used as cause for nonperformance or increase in cost to the Government.

C-3.1.4 Ownership

The Government will retain ownership of all GFP made available to the SP under this Performance Work Statement (PWS). During the transition period and at the end of the contract period, a physical inventory of all Government equipment and a record of their physical locations shall take place with member(s) of the SP team and PSC. PSC will maintain a record of this inventory and a copy will be provided to the SP.

C-3.1.5 Equipment Changes

The SP will be notified by PSC of any GFP that will be added to or removed from service during performance of the contract. The SP shall annotate all equipment changes on the SP's inventory record.

C-3.1.6 Moving Equipment

If the SP wishes to rearrange or move office furnishings or Automated Data Processing Equipment (ADPE) within the Government facility, the SP shall first provide a plan to the COR for approval. Upon approval, the SP shall submit a work order to PSC for technical approval and to perform the work. The COR will determine if the work will be performed at cost to the SP or at no cost to the SP.

C-3.1.7 Property Labels

The SP shall make all GFP and equipment available to the responsible PSC property custodian holder at all reasonable times to ensure the equipment is accounted for.

C-3.2 Government-Furnished Supplies and Materials (GFM)

The Government will furnish materials and supplies in the current inventory at the start of full performance. See TE C-3.2 "Government Furnished Materials". Government-Furnished Administrative Supplies

C-3.3 Government-Furnished Facility (GFF)

The Government will make available to the SP the joint use of a Government-owned facility required for use in performing the requirements of this contract. See TE-C-3.3 “Government Furnished Facilities”.

C-3.3.1 Maintenance and Alterations

Maintenance of real property (facilities and installed equipment) will be provided by the Government. The SP may suggest alterations or improvements to their assigned facilities, but shall not make any alterations without the approval of the COR. Any such alterations become the property of the Government. GFF shall be returned to the Government in the same condition as at initial inventory with fair wear and tear and improved alterations at the termination of this contract.

C-3.4 Government-Furnished Equipment (GFE)

Government-Furnished Equipment (GFE) is identified in TE C-3.4, and is available for SP use solely in performing work specified in this PWS. The Government will make this GFE available to the SP on a one-time basis in an as-is condition. The SP shall accept or reject GFE. Rejection of GFE will not relieve the SP of responsibility in the performance of this PWS. GFE rejected for use by the SP under this contract shall be returned to the Government by the SP and may not be available for future use. Upon completion of the contract, the SP shall be responsible for returning all GFE to the Government in the same condition as received, less normal wear and tear, or provide like replacement equipment acceptable to the Government at no additional cost to the Government. GFE that becomes unserviceable during use will be repaired or replaced by the Government. Any process that supports the information infrastructure (for example, desktop hardware and software, servers, network infrastructure) or the management of these resources must physically reside within the Frank Carlson Federal Building.

C-3.4.1 Acquisition and Turn-in of Equipment

The SP shall furnish documentation justifying equipment purchases for the SP’s performance of the work in this PWS to the COR for approval. If approved, the Government at no cost will make the purchase for the SP. If replacement of Government equipment is necessary due to reasonable wear and tear the Government will replace equipment at the Government’s expense. If replacement is required due to SP or SP employee negligence or misuse, the SP shall reimburse the Government for the replacement cost.

C-3.4.2 Disposal of Government Property

The SP is not authorized to dispose of Government equipment that has been removed from active service except as prescribed on a case-by-case basis by the COR.

C-3.4.3 Equipment Operation, Maintenance, and Repair

SP employees shall exercise due care while using or operating Government equipment, and shall perform operator-level, pre-operational, and operational checks and maintenance. Examples of 'operator-level' checks and maintenance include routine cleaning, replenishment of consumable supplies, test runs/initiation procedures during equipment startup, resolution of error codes and clearing of paper jams.

C-3.4.4 Technical and Operating Manuals

The Government will provide access to all available manufacturers' technical and operator manuals required for proper and safe operation of the ADPE used in performance of this PWS. The SP shall replace all lost or damaged technical or operator manuals.

C-3.4.5 Damage to Government Equipment

Damages to Government equipment that is determined to be the fault of the SP shall be repaired at the SP's expense. The SP shall maintain records of all equipment repairs for determination of replacement.

C-3.5 Government-Furnished Services

C-3.5.1 Utilities

The Government will furnish utilities as currently installed in GFF. Types of utilities furnished include water, electric, telephone, gas, and sewage. The SP shall not change or alter any service or component. The SP shall ensure all employees perform or operate facilities in a manner to preclude waste of utilities.

C-3.5.2 Telephone Service

The following official voice, record and facsimile services will be provided to the SP in accordance with (IAW) USCG and PSC policies and procedures via telephone instruments located in the Government facility at time of contract commencement.

C-3.5.3 Telephone Equipment

Telephone instruments and lines currently located in GFF will be provided for SP use at no cost to the SP. Government furnished telephones and telephone lines are to be used for transaction of official business of PSC as defined in current PSC policies and procedures. Government-furnished telephones are subject to security monitoring at all times. Use of these telephones constitutes consent to security monitoring. If used for unofficial purposes the cost of Government furnished telephone access shall be paid for by the SP.

C-3.5.4 Relocation of Telephone equipment

SP employees shall not relocate Government furnished telephone equipment or in any way tamper with the telephone distribution system. The SP shall contact the COR when changes/additions are needed for any Government phone.

C-3.5.5 Internet Access

The Government will provide access to the Internet for official use IAW with the following publications: COMDTINST 5500.13A, Automated Information Systems (AIS) Security Manual, PSCINST 5230.1A, Internet Web, and PSCINST 5270.1A, Management of Electronic Mail and Bulletin Board. See C-6 for applicable publications. Each member of the SP's workforce will be required to sign and abide by this policy.

C-3.6 Postal or Installation Mail Distribution

The Government will be responsible for the daily delivery and pickup of mail. The SP shall be responsible for mail necessary to Personnel Service Center activities as listed at Section C-5. The SP shall return all misdirected mail. All postage and fees for mail processing, in accordance with the PWS shall be paid by the government

C-3.7 Refuse Collection Review

The Government provides building trash collection. The SP is required to comply with all ongoing recycling initiatives. A number of recycling containers are placed throughout the PSC work areas. All employees are instructed to utilize these containers for placement of recyclable paper products. Under contract, the containers are emptied weekly.

C-3.8 Government Furnished Software

C-3.8.1 Workstation Suite

The core RAS software and hardware used in the performance of RAS work is a WANG VS 6000 system that was installed in 1982. An Automated Reporting System was installed on the WANG approximately in 1985. Currently, the system now provides an online update to the WANG master file. Each PC workstation will be provided other software applications as identified in TE C-3.9.3 “Government Furnished Software”. Each Workstation will have an Internet browser and communications software for LAN/Wide Area Network (WAN) connectivity. Software upgrades will be provided and scheduled by the Government. Complete performance at RAS entails connectivity for data transfer to and from an external IBM 390 based software system. The WANG does not interface with other systems; instead the master file is transferred to the IBM 390 to create the payrolls and reports.

C-3.8.2 Non-Standard Software

Added software or upgrades prior to the Government schedule must be requested through the COR. The COR will determine if the requested software will be purchased with Government funds.

C-3.8.3 Other Government Provided Software

The Government will provide software and information systems as identified in TE C-3.9.3 “Government Furnished Software” required for use in performance of the Specific Tasks in Section C-5.

C-4 CONTRACTOR-FURNISHED PROPERTY (CFP) AND SERVICES

C-4.1 General Information

The contractor/Service Provider (SP) shall furnish all necessary supplies, parts, materials, tools, support equipment, and labor, to perform all operations required by this effort, except those items or services specifically stated in Section C-3 as Government-furnished.

C-4.2 Building Operations Support

The contractor/SP shall designate a point of contact (POC) for fire, safety, and energy in order to comply with the requirements of the Frank Carlson Federal Building Occupant Emergency Plan.

C-4.3 Housekeeping

The contractor/SP shall perform housekeeping necessary to keep the work place in a neat, organized, and orderly condition.

C-4.3.1 Housekeeping at Other Facilities

When the contractor/SP is using other facilities in support of this Performance Work Statement (PWS), the contractor shall perform housekeeping necessary to return the facility to a condition of cleanliness equal to or better than it was originally provided to the SP.

C-5 Specific Tasks

C-5.1 General Services Performed

C-5.1.1 Background

Personnel Service Center (PSC) Topeka, KS has over 300 military and civilian employees (177 military, 114 civilians and 24 reservists). One of the primary functions is to provide retiree and annuitant support services through the Retirement and Annuitant Services Branch (RAS). Section C-5.1 describes the general requirements; sections C-5.2 through C-5.10 describe the specific requirements. RAS services include, but are not limited to, the following:

- Establishes new retiree and annuitant accounts,
- Maintains existing retiree and annuitant accounts
- Establishes and maintains reserve retiree accounts,
- Provides payroll accounting,
- Processes and distributes reports and notices to customers and other interested parties,
- Provides customer service,
- Issues identification cards,
- Monitors information for updates to the payroll system, and
- Other support.

RAS scope of work is not limited to only United States Coast Guard (USCG) resources. Assets of other retirees and annuitants are supported by RAS. All existing RAS support must be serviced by the SP. RAS interacts with other entities in order to complete its work. The Service Provider (SP) shall interact with other entities that include, but are not limited to, dependents, guardians, nursing homes, financial institutions, Coast Guard Personnel Reporting Units (PERSRUs), branches within PSC, and other local, state, and federal government agencies (e.g., Internal Revenue Service and Department of Veterans Affairs). Currently, RAS provides support to the following customer base (numbers are approximate):

- 31,700 USCG paid retirees
- 300 National Oceanic and Atmospheric Administration (NOAA) paid retirees
- 6 Former Lighthouse Service paid retirees
- 3,900 USCG paid annuitants
- 32 NOAA paid annuitants
- 1,280 USCG paid Former Spouse Protection Act (FSPA) accounts
- 18 NOAA paid FSPA accounts
- 2,500 non-paid accounts
- 18 NOAA non-paid accounts

The actual number of accounts listed above is not static. Tasks will reflect the appropriate workload(s) for the task specific customer base.

For purposes of this document, a retiree is defined as a former regular or reserve officer/enlisted member of the USCG, former officer of NOAA, or a former member of the lighthouse service meeting the appropriate requirements for military retirement. An annuitant is defined as a customer other than the retiree receiving payments. An annuitant includes, but is not limited to, surviving spouses, surviving dependant children, former spouses (FSPA), or persons with insurable interest. Non-paid accounts include, but are not limited to, a retiree who has waived his/her retirement pay in lieu of a civil service annuity; a retiree whose Department of Veterans Affairs (VA) compensation exceeds his/her monthly retirement pay; or an annuitant whose Dependency Indemnity Compensation (DIC) award exceeds his/her monthly annuity. In the remainder of this document a customer is someone who could be from any one of the groups mentioned above.

C-5.1.2 Introduction

The SP shall provide pay and personnel support/services to the entire RAS customer base. The SP shall perform services listed in this Performance Work Statement (PWS) while treating all customers promptly and with courtesy. SP services rendered shall include guidance and technical advice to the Government and customers on an as needed basis regarding PSC retirement and annuitant matters, whether specifically identified or not. The SP shall participate in short and long term annual planning, information technology recommendations and strategy and as appropriate, budget/appropriations processing in support of PSC. Information systems and databases used in the performance of this PWS shall be maintained in accordance with standards listed herein and all applicable guidance and regulations. The SP shall obtain determinations from the Government on all matters that require a substantive interpretation about the application of the legal authorities and eligibility requirements that relate to retiree and annuitant pay operations.

The RAS business operation primarily uses a WANG based local area network (LAN). The SP may use the current WANG system or provide a system that performs the same functionality. A description of the RAS business systems and interfaces is described in Technical Exhibit (TE) C-5.1.2 "Description of Systems Utilized by RAS".

One of the most important functions of RAS is to ensure customers are paid what they are entitled. Fiscal responsibility for providing proper payment services is governed by the Federal Managers Financial Integrity Act (FMFIA), Treasury Financial Management Service (FMS), and USCG Financial Resource Management Manual (FRMM) COMDTINST M7100.3B. The SP shall adhere to the requirements of FMFIA, FMS, and FRMM. FMFIA prescribes budget and accounting procedures, which requires accountability under 31 U.S.C. Section 3512. The Treasury's FMS provides instructions for the guidance of departments and agencies of the Federal Government in the areas of central accounting and reporting, payrolls, deductions and withholdings, disbursing, deposit regulations, and other fiscal matters. The FRMM sets policy guidance outlining management's responsibilities for accounting and budgeting.

Policy Guidance in carrying out PSC (RAS) functions shall be guided by the United States Code and Code of Federal Regulations, Defense Financial Management Regulation, Vol 7B, (under

the authority of DoD Instruction 7000.14-R, Military Pay Policy and Procedures for Retired Pay), Coast Guard Pay Manual, Coast Guard Personnel Manual, and other policy guidance provide by the Commandant.

C-5.2 Establish Retirement and Annuitant Accounts

The SP shall be responsible for receiving and verifying application data, creating new pay accounts, and preparing notification to the payee of computation for new retirement and annuitant accounts.

C-5.2.1 Receive and Validate Data

The SP shall receive and validate authorization data to establish retirement and annuitant accounts. The source of the authorization data varies depending on the type of account. For USCG regular, temporary/permanent disability, and immediate recall to active duty, the source data is received from the Coast Guard Human Resource Management System (CGHRMS). For new USCG Reserve members approaching age 60 for retirement with pay, known as RET-1 (Refer to sections C-5.4.3 to C-5.4.5 for more information about RET-1), the source data is obtained from the PSC Reserve Members Approaching Age 60 Report. NOAA retirement data is received from NOAA.

The SP shall interpret and apply statutory and regulatory guidance to determine the accuracy of information received for processing. The SP shall coordinate with the data source to correct any inaccuracies. A retiree who elected continued coverage under the Survivor Benefit Plan (SBP), Retired Serviceman's Family Protection Plan (RSFPP), or the Reserve Component Survivor Benefit Plan (RCSBP) qualifies for an annuitant account. The SP shall validate pay computation for annuitants to determine if retroactive pay is due to the payee and validate beneficiary entitlement for the application of final pay claims. See TE C-5.2.1 "Application Forms".

The workload complexities for receiving and validating data to establish a new pay account include, but are not limited to, those listed in Table C-5.2.1 below. See Section C-2.3 for definitions of workload complexities.

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Table C-5.2.1, Workloads for Receiving and Validating Data to Establish a New Pay Account

Workload Complexity	Retiree Information	Annuitant Information
Simple	NA	NA
Moderate:	<ul style="list-style-type: none"> ▪ Regular Retirement ▪ Immediate Recall from Retirement ▪ Physical Disability Retirement ▪ HI-3 Retirement ▪ Military Retirement Reform Act (MRRRA) ▪ Special Compensation for Certain Severely Disabled Retirees (SCSD) ▪ Reserve Ret-1 ▪ NOAA Retirement ▪ Retirement Package CG & NOAA CG PSC -4700 ▪ Place Holder for Immediate Recalls ▪ Final Pay-CG PSC-3867 Claim for Final Retired Pay 	<ul style="list-style-type: none"> ▪ SBP Annuity ▪ SBP Child Annuity ▪ SBP Insurable Interest Person ▪ RSFPP Annuity ▪ Minimum Income Widow (MIW) Annuity - DD Form 1885 ▪ A Certain Military Surviving Spouse (ACMSS) - DD Form 2769 ▪ RCSBP ▪ Transitional Compensation for Abused Victims (VOA) ▪ Application for Annuity CG PSC-1884 ▪ Supplemental Survivor Benefit Plan (SSBP) ▪ Application for Former Spouse Payments From Retired Pay - DD Form 2293 ▪ Place Holder for future RCSBP Annuity
Complex	NA	<ul style="list-style-type: none"> ▪ Social Security Offset (SSO)

Retiree

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate Retirements – Moderate	Daily	Occurrence(s)	1,588	1,610	1,629	1,645	1,658
Performance Standard				Guidance and Regulations			
Accounts shall be validated within one monthly pay period that a complete entitlement package is received-99%				14 USC Sec 467 & 746 10 USC Chap 61-71 10 USC 1413 10 USC 2771 33 USC Sec 853 G-N DoD 7000.14-R Vol 7B COMDTINST M1000.6A Personnel Manual For additional detail refer to Section C-6			

Annuitant

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate Annuitant - Moderate	Daily	Occurrence(s)	253	260	268	276	284
Performance Standard				Guidance and Regulations			
Accounts shall be validated within one monthly pay period that a complete entitlement package is received-99%				10 US Code 1408 10 USC 1431-1460 DoD 7000.14-R Vol 7B For additional detail refer to Section C-6			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate Annuitant - Complex	Daily	Occurrence(s)	174	179	184	189	194
Performance Standard				Guidance and Regulations			
Accounts shall be validated within one monthly pay period that a complete entitlement package is received-99%				10 US Code 1408 10 USC 1431-1460 DoD 7000.14-R Vol 7B For additional detail refer to Section C-6			

NOTE: For most of the tasks in RAS the workload data projections for periods one to five reflect estimates based on the historical total customer base of retirees and annuitants from the years 1998 to 2002. Overall the total customer base for RAS is growing at a declining rate. Based on the analysis of those years the estimated growth for retirees for periods one to five is 1.7%, 1.4%, 1.2%, 1.0%, and 0.8% respectively. The estimated growth for annuitants for periods one to five is at a constant 1.8% for each period. The estimated combined growth for retirees and annuitants for periods one to five is 1.6%, 1.4%, 1.2%, 1.0%, and 0.8% respectively.

C-5.2.2 Create New Pay Account

The SP shall create a pay account for all validated retirees and annuitants within the established guidelines and regulations. The SP shall establish a placeholder for immediate recalls to active duty. The SP shall establish a placeholder for future RCSBP annuitants who are eligible but who do not meet the age requirement under the RCSBP election, option B. The SP shall ensure any retroactive monies that the payee is entitled to receive are paid to the payee. See TE C-5.2.2 “Data Fields in WANG” for a description of the new accounts data fields. The workloads for creating new pay accounts include, but are not limited to, those listed in the workload table, Table C-5.2.1 above. See Section C-2 for definitions of workload complexities.

Retiree

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create Retiree Pay Account – Moderate	Daily	Occurrence(s)	1,588	1,610	1,629	1,645	1,658
Performance Standard			Guidance and Regulations				
Accounts shall be created within one monthly pay period that a complete entitlement package is validated-99%			14 USC Sec 467 & 746 10 USC Chap 61-71 10 USC 1413 10 USC 2771 33 USC Sec 853 G-N For additional detail refer to Section C-6				

Annuitant

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create Annuitant Pay Account – Moderate	Daily	Occurrence(s)	253	260	268	276	284
Performance Standard			Guidance and Regulations				
Accounts shall be created within one monthly pay period a complete entitlement package is validated-99%			10 US Code 1408 10 USC 1431-1460 For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Create Annuitant Pay Account – Complex	Daily	Occurrence(s)	174	179	184	189	194
Performance Standard			Guidance and Regulations				
Accounts shall be created within one monthly pay period a complete entitlement package is validated-99%			10 US Code 1408 10 USC 1431-1460 For additional detail refer to Section C-6				

C-5.2.3 Notification to New Pay Accounts Holder

The SP shall provide notification to new pay account holders according to internal PSC guidance (CGPSC 4700). At a minimum the notification shall include, but is not limited to, providing the following: effective date, account taxation and other deductions that derive the net pay entitlement. For disability retirees the notification shall include an opportunity to select an alternative pay calculation based upon the years of military service or percentage of disability. In addition, the SP shall provide guidance covering responsibilities for continuance of pay to school annuitants (ages 18-21). See TE C-5.2.3a “Notifications to New Account Holders” for copies of the notifications sent to new pay account holders. The SP shall provide notification to the final pay applicant the amount of their entitlement. The SP shall also notify the VA for new annuitant starts. See TE C-5.2.3b “Notification to VA”

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Notification to Retiree – New Account	Daily	Occurrence(s)	1,588	1,610	1,629	1,645	1,658
Performance Standard				Guidance and Regulations			
Accounts shall be notified within one monthly pay period that a complete entitlement package is created-99%				For additional detail refer to Section C-6			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Notification to Annuitant – New Account	Daily	Occurrence(s)	427	439	452	465	478
Performance Standard				Guidance and Regulations			
Accounts shall be notified within one monthly pay period that a complete entitlement package is created-99%				For additional detail refer to Section C-6			

C-5.3 Maintain Retirement and Annuitant Accounts

The SP shall manage accounts and maintain retiree and annuitant account changes, account status changes, process debt collection activities and prepare notification to the account holder reflecting adjustments made. Additionally, the SP shall provide allotment adjustment for retirees. The SP shall interface account allotments with designated reporting databases.

C-5.3.1 Process Account Changes

The SP shall process account changes. Account changes are administrative, personal, or related changes. This includes, but is not limited to, computing applicable account payment amounts retroactive to the date of entitlement, and storing/suspending information indefinitely for future accounts, when required. The workload for processing retiree or annuitant account changes include, but are not limited to, the workload table of C-5.3.1 below.

Table C-5.3.1, Workload For Processing Retiree Or Annuitant Account Changes

Workload Complexities	Retiree Changes	Annuitant Changes
Simple	<ul style="list-style-type: none"> Address Change Direct Deposit Request Federal Income Tax Withholding (FITW) Guardian Name Changes Processing Allotments State Income Tax withholding (SITW) 	<ul style="list-style-type: none"> Address Change Direct Deposit Request FITW Guardian/Legal Representative Name Changes
Moderate	<ul style="list-style-type: none"> Defense Manpower Data Center (DMDC) Matches Department of Veterans' Affairs (VA) Offsets SBP changes Former Spouse Adjustments Combat-Related Special Compensation (CRSC) payments Concurrent Disability Payments (CDP) of Military Retired 	<ul style="list-style-type: none"> DIC Offsets DMDC Matches Former Spouse Adjustments
Complex	NA	<ul style="list-style-type: none"> Social Security Offset (SSO)

C-5.3.1.1 Receive and Validate Data

The SP shall receive and validate change notifications from the account holder, USCG Headquarters, or other agency/institution. The SP shall interpret and apply statutory and regulatory guidance to determine accuracy of information received for processing. The SP shall coordinate with the data source to reconcile any inconsistent or inaccurate data.

Retiree

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account change - Simple	Daily	Occurrence(s)	12,211	12,382	12,531	12,656	12,757
Performance Standard			Guidance and Regulations				
Account changes shall be validated within one monthly pay-period after receiving notification of the change-99%			Treasury Department Circular E DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account change -Moderate	Daily	Occurrence(s)	3,768	3,821	3,867	3,906	3,937
Performance Standard			Guidance and Regulations				
Account changes shall be validated within one monthly pay-period after receiving notification of the change-99%			10 U.S.C. 1552; 26 U.S.C. 6331-6334 DoD 7000.14-R, VOL 7B COMDTINST 1000.6A For additional detail refer to Section C-6				

Annuitant

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account change - Simple	Daily	Occurrence(s)	1,680	1,729	1,779	1,831	1,884
Performance Standard			Guidance and Regulations				
Account changes shall be validated within one monthly pay-period after receiving notification of the change-99%			Treasury Department Circular E DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

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Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account change -Moderate	Daily	Occurrence(s)	1,539	1,584	1,630	1,677	1,726
Performance Standard			Guidance and Regulations				
Account changes shall be validated within one monthly pay-period after receiving notification of the change-99%			10 U.S.C. 1552 26 U.S.C. 6331-6334 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account change - Complex	Daily	Occurrence(s)	92	95	98	101	104
Performance Standard			Guidance and Regulations				
Account changes shall be validated within one monthly pay-period after receiving notification of the change-99%			Public Law 92-425 10 U.S.C. Ch. 73, Sec 1451 For additional detail refer to Section C-6				

C-5.3.1.2 Process Account Change

Upon reconciliation of inconsistent or inaccurate data, the SP shall process the adjustments to reflect the account changes. This includes, but is not limited to, the account changes listed in the workload Table C-5.3.1 above.

Retiree

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Account adjustment - Simple	Daily	Occurrence(s)	12,211	12,382	12,531	12,656	12,757
Performance Standard			Guidance and Regulations				
Account changes shall be processed within one monthly pay-period after receiving notification of the change-99%			Treasury Department Circular E; DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Account adjustment - Moderate	Daily	Occurrence(s)	3,768	3,821	3,867	3,906	3,937
Performance Standard			Guidance and Regulations				
Account changes shall be processed within one monthly pay-period after receiving notification of the change-99%			10 U.S.C. 1552 26 U.S.C. 6331-6334 DoD 7000.14-R, VOL 7B COMDTINST 1000.6A For additional detail refer to Section C-6				

Annuitant

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Account adjustment - Simple	Daily	Occurrence(s)	1,680	1,729	1,779	1,831	1,884
Performance Standard			Guidance and Regulations				
Account changes shall be processed within one monthly pay-period after receiving notification of the change-99%			Treasury Department Circular E DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Account adjustment - Moderate	Daily	Occurrence(s)	1,539	1,584	1,630	1,677	1,726
Performance Standard			Guidance and Regulations				
Account changes shall be processed within one monthly pay-period after receiving notification of the change-99 %			10 U.S.C. 1552 26 U.S.C. 6331-6334 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Account adjustment - Complex	Daily	Occurrence(s)	92	95	98	101	104
Performance Standard			Guidance and Regulations				
Account changes shall be processed within one monthly pay-period after receiving notification of the change-99%			U.S.C. Ch. 73, Sec 1451 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.2 Process Account Status Changes

The SP shall process all account status changes. Account status changes are entitlement changes that cause a discontinuance of pay. Account status changes are identified as temporary, reinstated, or permanent changes. The SP shall obtain from USCG Commandant (G-WP-2) an appointment of a trustee to receive a mentally incompetent retiree's pay when no court appointed representative exists. The SP shall designate a representative payee to receive a mentally incompetent annuitant's pay when no court appointed representative exists. Additionally, the SP shall periodically issue Certification of Eligibility (COE) or Report of Existence (ROE) to account holders concerned. Tables C-5.3.2.a and C-5.3.2.b below represent the workload complexities and list the potential actions that would cause a retiree or annuitant account to change.

Table C-5.3.2.a, Potential Actions Causing Retiree Account Status Changes

Workload Complexities	Temporary	Reinstated	Permanent
Simple	<ul style="list-style-type: none"> ▪ Non-receipt of a recent ROE ▪ The member is recalled to active duty for thirty (30) days or more ▪ Pay is undeliverable (whereabouts unknown) ▪ Pending appointment of legal representative ▪ Retiree's questionable competency status ▪ Retiree waives retired pay in lieu of civil service annuity 	<ul style="list-style-type: none"> ▪ Receipt of the ROE ▪ A recalled member is again retired from active duty ▪ Legal representative appointed ▪ Competency confirmed ▪ Retiree renounces his civil service annuity 	<ul style="list-style-type: none"> ▪ TDRL 5 yr lapse
Moderate	<ul style="list-style-type: none"> ▪ VA award of disability compensation which exceeds gross pay 	<ul style="list-style-type: none"> ▪ The whereabouts/status of the customer is determined ▪ The VA award is reduced to less than gross pay 	<ul style="list-style-type: none"> ▪ Death of customer (refer to Section C-5.2.1)
Complex	NA	NA	NA

Table C-5.3.2.b, Potential Actions Causing Annuitant Account Status Changes

Workload Complexities	Temporary	Reinstated	Permanent
Simple	<ul style="list-style-type: none"> Marriage or Remarriage Non-receipt of a recent COE form A dependent school-age child that is not a full-time student Minimum Income Widow (MIW) annuity that exceeds the minimum income Pay is undeliverable (whereabouts unknown) Pending appointment of legal representative Annuitant's questionable competency status 	<ul style="list-style-type: none"> Receipt of the COE Representative payee appointed Competency confirmed School-age child annuitant becomes a full-time student 	<ul style="list-style-type: none"> Death of customer End of eligibility period
Moderate	<ul style="list-style-type: none"> DIC which exceeds gross pay 	<ul style="list-style-type: none"> The whereabouts/status of the customer is determined The divorce/annulment of a remarried annuitant Minimum income no longer exceeds the minimum limit The DIC award is reduced to less than gross pay Child's marriage terminated by annulment 	NA
Complex	NA	NA	NA

C-5.3.2.1 Issue COE

The SP shall issue SBP annuitants an annual COE in the month of their respective birth date to determine continued pay eligibility. See TE C-5.3.2.1 "Certificate of Eligibility (COE)". For non-receipt of the original COE, the SP shall issue a second or third COE, as required, prior to placing the pay account in a held pay status.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue COE	Daily	Occurrence(s)	3,932	3,987	4,035	4,075	4,108
Performance Standard				Guidance and Regulations			
Annual COE shall be sent in the month of birth date-99%				DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6			

C-5.3.2.2 Receive and Validate COE

Upon receipt, the SP shall determine accuracy of information received for updating of each annuitant account to ensure continued SBP eligibility payments.

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Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate COE	Daily	Occurrence(s)	3,932	3,987	4,035	4,075	4,108
Performance Standard			Guidance and Regulations				
Validate COE within one month of receipt-99%			DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.2.3 Issue ROE

The SP shall issue Former Spouses receiving child support, alimony or division of property payments from retired pay an annual ROE each March for certification of eligibility to continue payments. See TE C-5.3.2.3a “Former Spouses’ Protection Act (FSPA) Certification Letter”. Additionally, the SP shall supply retirees/annuitants with a foreign address zip code and guardians of physically/mentally incapacitated retirees or annuitants a ROE semi-annually in the months of June and December for certification of eligibility to continue payments. See TE C-5.3.2.3b “Report of Existence (ROE) Letter” and TE C-5.3.2.3c “Report of Existence (ROE) Form”. For non-receipt of the original ROE, the SP shall issue a second or third ROE, as required, prior to placing a pay account in a hold pay status.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue Former Spouse ROE	Annually	Occurrence(s)	1,275	1,293	1,309	1,322	1,333
Performance Standard			Guidance and Regulations				
Annual ROE shall be sent in month of March each year-99%			DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue retiree/annuitant/guardian ROE	Semi-annually	Occurrence(s)	404	410	415	419	422
Performance Standard			Guidance and Regulations				
Semi-annual ROE shall be sent in June and December of each year-99%			DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.2.4 Receive and Validate ROE

Upon receipt, the SP shall determine accuracy of information received for updating of each account to ensure continued eligibility payments.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate ROE	Daily	Occurrence(s)	1,678	1,701	1,721	1,738	1,752
Performance Standard			Guidance and Regulations				
Validate ROE within one month of receipt-99%			DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.2.5 Receive and Verify Notice of Account Status Change

Upon receipt, the SP shall interpret and apply statutory and regulatory guidance to determine accuracy of information received. The SP shall coordinate with the data source to reconcile any inconsistent or inaccurate data.

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Retiree

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account status change – Simple	Daily	Occurrence(s)	197	200	202	204	206
Performance Standard			Guidance and Regulations				
Account status changes shall be validated within one monthly pay-period after receiving notification of the change-99%			5 U.S.C. 10 U.S.C. 1450-1451 DoD 7000.14-R, VOL 7B COMDTINST M1000.6A, CH 1 For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account status change - Moderate	Daily	Occurrence(s)	800	811	821	829	836
Performance Standard			Guidance and Regulations				
Account status changes shall be validated within one monthly pay-period after receiving notification of the change-99%			10 U.S.C. 1210h 38 U.S.C. 5305 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Annuitant

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account status change – Simple	Daily	Occurrence(s)	317	326	335	345	355
Performance Standard			Guidance and Regulations				
Account status changes shall be validated within one monthly pay-period after receiving notification of the change-99%			10 U.S.C. 1450-1451 38 U.S.C. 1503 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate account status change - Moderate	Daily	Occurrence(s)	12	12	12	12	12
Performance Standard			Guidance and Regulations				
Account status changes shall be validated within one monthly pay-period after receiving notification of the change-99%			38 U.S.C. 5305 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.2.6 Process Account Status Change

Upon reconciliation of inconsistent or inaccurate data, the SP shall process the adjustments to reflect the account status changes. This includes, but is not limited to, the account status changes listed in tables C-5.3.2a and C-5.3.2b above.

Retiree

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Account adjustment - Simple	Daily	Occurrence(s)	197	200	202	204	206
Performance Standard			Guidance and Regulations				
Account status changes shall be processed within one monthly pay-period after receiving notification of the change-99%			5 U.S.C. 8332 10 U.S.C. 1450-1451 DoD 7000.14-R, VOL 7B COMDTINST M1000.6A, CH 1 For additional detail refer to Section C-6				

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Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Account adjustment - Moderate	Daily	Occurrence(s)	800	811	821	829	836
Performance Standard			Guidance and Regulations				
Account status changes shall be processed within one monthly pay-period after receiving notification of the change-99%			5 U.S.C. 10 U.S.C. 1450-1451 DoD 7000.14-R, VOL 7B COMDTINST M1000.6A, CH 1 For additional detail refer to Section C-6				

Annuitant

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Account adjustment - Simple	Daily	Occurrence(s)	317	326	335	345	355
Performance Standard			Guidance and Regulations				
Account status changes shall be processed within one monthly pay-period after receiving notification of the change-99%			10 U.S.C. 1450-1451 38 U.S.C. 1503 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Account adjustment - Moderate	Daily	Occurrence(s)	12	12	12	12	12
Performance Standard			Guidance and Regulations				
Account status changes shall be processed within one monthly pay-period after receiving notification of the change-99%			38 U.S.C. 5305 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.3 Notification to Account Holder

The SP shall issue the account holder a Monthly Statement of Income reflecting the account change(s). See TE C-5.3.3 "Monthly Statement of Income". This includes, but is not limited to, ensuring the issuance of a Monthly Statement of Income reflecting the legislative/Cost-of-Living Adjustment (COLA) to entitled account holders. The workload output for legislative/COLA changes reflects one annual change. In the future there could be more than one change per year.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Notification to Account Holder	Monthly	Occurrence(s)	15,781	16,002	16,194	16,356	16,487
Performance Standard			Guidance and Regulations				
Account holders shall be notified on completion of the monthly payroll process-99%			For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Notification to Account Holder of Legislative/COLA Changes	Annually	Occurrence(s)	37,886	38,416	38,877	39,266	39,580
Performance Standard			Guidance and Regulations				
Account holders shall be notified by December 31 st of each year-99%			For additional detail refer to Section C-6				

C-5.3.4 Survivor Benefit Plan/Retired Serviceman's Family Protection Plan Direct Remittance

The SP shall maintain the retired pay account of retirees who are participating in the SBP and waive their right to military retired pay. These conditions include, but are not limited to, VA compensation matching or exceeding monthly retired pay, or retiree electing civil service annuity in lieu of military retired pay. The SP shall also review applications/requests to withdraw from SBP.

C-5.3.4.1 Process Payment

The SP shall adjust retiree accounts monthly to reflect SBP/RSFPP direct remittance payments received either from the retiree, credit card debit, or from VA compensation. This includes, but is not limited to, posting the payment and updating the account history.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Accounts adjusted	Monthly	Occurrence(s)	383	388	393	397	400
Performance Standard			Guidance and Regulations				
SBP/RSFPP account adjustments shall be processed within one monthly pay-period after receipt-99%			10 U.S.C. 1452 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.5 **Manage and Process Debt Collection Activities**

The SP shall maintain debt collection notices on both active (receiving payment from RAS) and non-active accounts (not presently receiving payment from RAS, but maintained on the retiree/annuitant rolls for address changes and correspondence). For active accounts the SP shall perform two types of debt collection functions – reclamation of overpayments and collection of debts owed to other agencies.

C-5.3.5.1 Reclamation of Overpayments for Active Accounts

The SP shall collect any amounts arising from overpayments to retirees and annuitants. The SP shall notify account holders of the existence of indebtedness and provide any due process required by the statutes and regulations applicable to debt collection by the Federal Government. This includes, but is not limited to:

- Compute and collect administrative charges, interest, and penalties,
- Process all debts in accordance with applicable statutes and regulations, and
- Determine the length of time for periodic payment deductions, including reviews of debts exceeding three years for adjustments (e.g., COLA, SBP).
- Validate the existence of indebtedness (e.g., debts questioned by payees), and
- Resolve disputes, consider waivers or compromise of claim.

Tables C-5.3.5.2a and C-5.3.5.2b below represent the workload complexities and list the potential actions that would cause a retiree or annuitant overpayment. The categories of overpayment include, but are not limited to:

Table C-5.3.5.2a, Potential Actions Causing Overpayments for Retirees

Retiree

Workload Complexities	Category of overpayment
Simple	<ul style="list-style-type: none"> Payment adjustment authorization from PSC Separations, Entitlements and Validation (SES) Branch Recovery of severance/separation/readjustment pay previously paid to retiree Gross pay overpayment
Moderate	<ul style="list-style-type: none"> Change in retirement from temporary to permanent disability status Change in VA award of disability compensation which exceeds gross pay Former Spouse changes SBP overpayments
Complex	NA

Table C-5.3.5.2b, Potential Actions Causing Overpayments for Annuitants

Annuitant

Workload Complexities	Category of overpayment
Simple	NA
Moderate	<ul style="list-style-type: none"> Annuitant gross pay overpayment DIC which exceeds the annuity Former Spouse changes
Complex	SSO

Retiree

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process overpayment debt collection – Simple	Daily	Occurrence(s)	181	184	186	188	190
Performance Standard			Guidance and Regulations				
Overpayments shall be processed within 60 calendar days of receipt of initial action-99%			5 U.S.C. 8332 37 U.S.C. 1007c DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process overpayment debt collection – Moderate	Daily	Occurrence(s)	25	25	25	25	25
Performance Standard			Guidance and Regulations				
Overpayments shall be processed within 60 calendar days of receipt of initial action-99%			37 U.S.C. 1007c 38 U.S.C. 5305 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Annuitant

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process overpayment debt collection – Moderate	Daily	Occurrence(s)	22	23	24	25	26
Performance Standard			Guidance and Regulations				
Overpayments shall be processed within 60 calendar days of receipt of initial action-99%			37 U.S.C. 1007c DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

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Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process overpayment debt collection – Complex	Daily	Occurrence(s)	2	2	2	2	2
Performance Standard			Guidance and Regulations				
Overpayments shall be processed within 60 calendar days of receipt of initial action-99%			37 U.S.C. 1007c DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.5.2 SBP/RSFPP Direct Remittance Costs Notification to Active Accounts

The SP shall review the monthly SBP/RSFPP Direct Remittance Summary Report. This report includes, but is not limited to, account holders who are in arrears of SBP direct remittance costs. See TE C-5.3.5.2 “SBP/RSFPP Positive Balance Direct Remittance Summary”. The SP shall send the account holder a billing statement each month reflecting the account holder’s payment (if received), interest, and balance due.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Notification to retiree	Monthly	Occurrence(s)	3,417	3,465	3,507	3,542	3,570
Performance Standard			Guidance and Regulations				
Notification to the account holder shall be mailed before next payroll update-99%			DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.5.3 Collection of SBP/RSFPP Direct Remittance Costs in Arrears

The SP shall collect SBP/RSFPP direct remittance costs in arrears. The SP shall issue the account holder an annual letter in the month of September reflecting the total arrears of SBP/RSFPP costs accrued. See TE C-5.3.5.3a “Arrears of SBP/RSFPP Direct Remittance Costs Letter to Account Holder”. If the account holder does not respond within 60 days after issuance of the annual letter, the SP shall contact the VA to request debt collection be initiated from the retiree’s VA compensation. See TE C-5.3.5.3b “Request for Involuntary Collection of Delinquent SBP/RSFPP Costs from VA Compensation”.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue SBP/RSFPP debt collection Letter	Annually	Occurrence(s)	26	26	26	26	26
Performance Standard			Guidance and Regulations				
SBP/RSFPP direct remittance debt collection letter shall be issued to account holder by the end of October-99%			37 U.S.C. 1007c DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue VA SBP/RSFPP debt collection Letter	Annually	Occurrence(s)	26	26	26	26	26
Performance Standard			Guidance and Regulations				
Request for SBP/RSFPP debt collection from VA compensation shall be initiated within 60 days after disbursement of the account holder’s annual debt letter-99%			31 U.S.C. 3716 37 U.S.C. 1007c DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.3.5.4 Collect Other Debts from Active Accounts

The SP shall collect debts that are not retiree pay related, but which the Government has authorized to be collected. The SP shall collect any authorized debts owed to other agencies through offsets against retiree pay. The workloads for processing debts to other agencies from active retiree accounts include, but are not limited to, the workload table below C-5.3.5.4.

Table C-5.3.5.4, Workload For Processing Other Debts from Active Accounts

Workload Complexity	Retiree Debts
Simple	Pay Adjustments from PSC Debt Collection Branch (DC) <ul style="list-style-type: none"> ▪ Bad Checks to Non-Appropriated Funds Activities ▪ VA Compensation ▪ Army/Air Force Exchange Debt ▪ Tuition Assistance Garnishments & Bankruptcies Tax Levies
Moderate	NA
Complex	NA

Retiree

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Pay record adjustment-Simple	Monthly	Occurrence(s)	446	452	457	462	466
Performance Standard			Guidance and Regulations				
Pay records shall be adjusted within one monthly pay-period-99%			5 U.S.C. 5514 DoD 7000.14-R, VOL 7B For additional detail refer to Section C-6				

C-5.4 Establish Reserve Retirement Accounts

The SP shall provide reserve retirement eligibility processing. This includes, but is not limited to, processing and/or correcting reserve points statements (CG-4175A), issue twenty year retirement eligibility package, reserve retirees awaiting age 60 for annuity (RET-2) package, provide reserve retirement personnel support with input of reserve retiree data to JUMPS, issue USCG retirement certificates, reserve retirees eligible for annuity (RET-1) package, and RET-1 information retirement package.

C-5.4.1 Issue 20 Year Retirement Eligibility Package

The SP shall notify reserve members in writing within one year of completing twenty years of satisfactory federal service for retirement purposes and the eligibility for retired pay at age 60. See TE C-5.4.1 “20-year retirement eligibility letter, with enclosure (1) Reserve Component Survivor Benefit Plan (RCSBP), Coast Guard Reserve Retirement Point Statement (CG-4175A), and Reserve Component Survivor Benefit Plan (RCSBP) Election Certificate (CG-PSC-11221)”. The 20-year retirement eligibility package includes the following:

- 20-year retirement eligibility letter, with enclosure (1),
- CG-4175A, and

- CG-PSC-11221.

Upon return of the completed CG-PSC-11221, the SP shall validate and process the form.

The SP shall provide a copy of the 20-year retirement eligibility letter to Commander, Coast Guard Personnel Command (CGPC-adm-3).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue 20-year package	Ongoing	Occurrence(s)	355	355	355	355	355
Performance Standard			Guidance and Regulations				
20-year packages shall be issued within one year of the reserve member completing 20 years of satisfactory federal service-99%			10 U.S.C. 1448 10 U.S.C. 12371 COMDTINST M1001.28, Ch. 8 For additional detail refer to Section C-6				

C-5.4.2 Issue RET-2 Package

Reservists may request transfer to administrative RET-2 status, after receipt of the 20-year retirement eligibility letter. The SP shall develop and issue a RET-2 package to qualified reservists upon notification of the approved request from Commander, Coast Guard Personnel Command (CGPC-rpm) for officers, Inactive Ready Reserve (IRR) members, or Integrated Support Command (ISC)(pf) for enlisted members. See TE C-5.4.2 “Transfer to Retired Reserve Without Pay (RET-2) Letter, With Enclosures (1) Instructions For Obtaining ID Cards, (2) Annual Point Statement (PSC 4175A) and Reserve Retirement Transfer Request (CG-PSC-2055A), Retirement Certificate, Spousal Retirement Certificate, and Presidential Retirement Certificate”. The SP shall notify the reserve member, providing the following information in the RET-2 package:

- RET-2 letter, with enclosures (1) and (2),
- CG-2055A, as applicable,
- Retirement pin,
- Presidential Retirement Certificate, “Certificate of Appreciation for Service in the Armed Forces of the United States”,
- Retirement Certificate, and
- If married, Spousal Retirement Certificate.

The SP shall provide a copy of the RET-2 letter to CGPC-adm-3.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue Ret-2 package	Ongoing	Occurrence(s)	314	314	314	314	314
Performance Standard			Guidance and Regulations				
RET-2 packages shall be issued within one monthly pay-period after receipt of the approved request-99%			10 U.S.C. Ch. 65 14 U.S.C. Ch. 21 COMDTINST M1001.28, Ch. 8, Sec C PSCINST M1000.2A, Ch. 3-B For additional detail refer to Section C-6				

C-5.4.2.1 Reserve Retirement Personnel Support

The SP shall provide personnel support to reserve members receiving a 20-year retirement eligibility package and retired reserve members by capturing and updating their personnel information correctly in JUMPS. Personnel support includes, but is not limited to, retired reserve address changes and JUMPS data changes. See TE C-5.1.2 “Description of Systems Utilized by RAS” for a more detailed description of JUMPS.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Updated Personnel Information	Ongoing	Occurrence(s)	1,470	1,470	1,470	1,470	1,470
Performance Standard				Guidance and Regulations			
Personnel information shall be updated within one monthly pay-period after receiving notification of change-99%				COMDTINST M1001.28, Ch. 8, Sec C.13 PSCINST 5230.3, Sec. D & E For additional detail refer to Section C-6			

C-5.4.2.2 Issue Retirement Certificates

The SP shall query the PSC CGHRMS monthly to determine USCG active duty members forecasting for regular retirement within the next six months. In addition, the SP shall review the PSC Reserve Members Approaching Age 60 Report monthly. At least six months prior to the regular member’s retirement date or reservist’s 60th birthday or reservists approved for transfer to administrative RET-2 status, the SP shall send a retirement pin, Presidential retirement certificate, retirement certificate, and if married, spousal retirement certificate to the members home of record or unit of assignment for presentation.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Retirement Certificates	Ongoing	Occurrence(s)	3,402	3,402	3,402	3,402	3,402
Performance Standard				Guidance and Regulations			
Retirement certificates shall be sent at least six months prior to the member’s retirement date-99% Retirement certificates shall be sent at least 30 working days after approved RET-2 transfers-99%				COMDTINST M1000.6, Ch. 12C PSC CGHRMS For additional detail refer to Section C-6			

C-5.4.3 **Issue RET-1 Information Retirement Package**

The SP shall notify reservists of their eligibility for retirement. Notification should occur six months prior to the reservist’s 60th birthday. See TE C-5.4.3 “Information Concerning Retirement With Pay (RET-1) letter, with enclosures (1) Reserve Retirement Transfer Request (CG-PSC-2055A, (2) [How To Apply For Retired Pay & Survivor Benefit Plan Guide \(available using the Internet link\)](#) and (3) Annual Point Statement (CG-4175A)”. The notification shall provide the following RET-1 information package:

- RET-1 information letter, with enclosures (1), (2) and (3)

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Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue Ret-1 Information Package	Ongoing	Occurrence(s)	334	305	293	420	472
Performance Standard			Guidance and Regulations				
RET-1 information packages shall be issued six months prior to the reservist reaching age sixty-99%			10 U.S.C. Ch. 73 PSCINST M1000.2A, Ch. 3-B; How To Apply For Retired Pay & Survivor Benefit Plan Guide For additional detail refer to Section C-6				

NOTE: The workload data related to RET-1s was derived from the analysis of reservists scheduled to retire during periods one to five. The number of reservists scheduled to retire is expected to drop from period one to period three, and then raise for periods four and five.

C-5.4.4 Issue RET-1 Retirement Package

The SP shall produce the RET-1 retirement package from information obtained in the monthly review of the PSC Reserve Members Approaching Age 60 Report. See TE C-5.4.4 “Retirement With Pay (RET-1) letter with enclosures (1) Instructions for obtaining ID cards and (2) Annual Point Statement (PSC-4175A)”. The SP shall notify the member in writing 30 working days prior to the reservist’s 60th birthday, providing the following information:

- RET-1 letter, with enclosures (1) and (2),
- Retirement pin, (if applicable),
- Presidential Retirement Certificate (if applicable),
- Retirement Certificate, (if applicable); and
- If married, Spousal Retirement Certificate (if applicable).

The SP shall provide a copy of the RET-1 letter to CGPC-adm-3.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue RET-1 package	Ongoing	Occurrence(s)	334	305	293	420	472
Performance Standard			Guidance and Regulations				
RET-1 retirement packages shall be issued 30 working days prior to their reaching age sixty-99%			10 U.S.C. Ch. 61, 67, 69, and 73 COMDTINST 1000.6A, Ch. 12.C PSCINST M1000.2A, Ch.3-B For additional detail refer to Section C-6				

C-5.4.5 Retiree Recalled from RET-1 or RET-2 Status

Commander, (CGPC-opm) (officer personnel manning), (CGPC-epm) (enlisted personnel manning) or (CGPC-rpm) (reserve personnel manning), will issue orders for a retiree to return to active duty. For members in RET-1, if the recall period is for less than thirty (30) days, the SP shall maintain the retiree’s pay account in an active status and deduct any active duty pay received from his retired pay entitlement. If the recall is for 30 days or longer, the SP shall terminate the member’s retired pay entitlement for the period of active duty. Upon the member’s return to retired status, the SP shall produce a new CG-4175A for RET-1 or RET-2 members to include additional reserve retirement points earned while on active duty.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Completed CG-4175A	Ongoing	Occurrence(s)	96	96	96	96	96
Performance Standard			Guidance and Regulations				
CG-4175A shall be completed before the next monthly payroll update cycle-99%.			14 U.S.C. Ch. 11 COMDTINST M1000.6, Ch. 1.B.6 and Ch. 4.B.7 PSCINST M1000.2A Ch. 3-A For additional detail refer to Section C-6				

C-5.4.6 Correct Reserve Retirement Points Statements

Reserve members who find discrepancies on their previously developed reserve points statement will send a request for correction, with supporting documentation to RAS for review. The SP shall receive and validate the data to produce a new CG-4175A reflecting the change.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Corrected CG-4175A	Ongoing	Occurrence(s)	112	112	112	112	112
Performance Standard			Guidance and Regulations				
Corrected CG-4175A shall be issued within 60 days of receipt of initial action-99%			COMDTINST M1001.28, Ch.8 For additional detail refer to Section C- 6				

C-5.5 Payroll Accounting

The SP shall provide technical maintenance for auditing and reconciliation of the general and subsidiary ledger accounts, for preparation of accurate and timely accounting reports, and for the control of receipts and disbursement of expenditures. The SP shall disburse the payroll accounting reports to the USCG Finance Center (FINCEN), Chesapeake, Virginia, and USCG Headquarters as required. The SP shall reconcile and transmit payrolls to the appropriate agencies, which include, but are not limited to: U.S. Treasury Regional Finance Centers located at Kansas City, MO, Pittsburgh, PA, and Austin, TX. The SP shall control accounting of the debit and credit of funds for each member's account. The SP shall research, interpret, and verify that the accurate appropriations and general ledger accounts are involved.

C-5.5.1 Payroll Accounting Reconciliation

The SP shall perform accounting reconciliation for USCG retirees and annuitants from the monthly payroll reports. Also, this shall include accounting reconciliation's for any supplemental payments throughout the month. The SP shall create the accounting data reports as required to comply with accounting requirements established by FINCEN, and the Treasury's Financial Management Services (FMS). See TE C-5.5.1 "Payroll Accounting Reconciliation Reports". The payrolls to be reconciled include, but are not limited to:

- Salary/Allotment Electronic Funds Transfer (EFT),
- Salary Check,
- Allotments Check,
- Garnishment EFT,
- EE Bonds,

- I Bonds,
- Corporate Trade Exchange (CTX) Payments,
- Foreign Currency (5 Foreign Countries),
- Federal Employees Health Benefits Act (FEHBA), and
- Supplemental payrolls, including but not limited to: NSLI (National Serviceman's Life Insurance) and Transitional Benefit Payments for Victims of Abuse.

At the time of writing this document there are five separate foreign currencies to which payments need to be paid. This reflects the fact certain retirees and/or annuitants require payments in other foreign currencies due to their country of residence. This number can change as retirees and/or annuitants move or live in other countries requiring a currency other than the current five, which could affect the number of reconciliations below.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Accounting Reconciliation	Monthly	Occurrence(s)	398	398	398	398	398
Performance Standard			Guidance and Regulations				
Accounting reconciliation shall be completed five working days before payrolls are transmitted-100%.			FMS Vol. 1 Part 3 Chap 2000 and 3000 FINCEN SOP For additional detail refer to Section C-6				

C-5.5.2 Monthly Reconciliation of FITW and Report for SITW

The SP shall provide a monthly FITW reconciliation report and a copy of the SITW report to PSC Financial Accounting and Internal Review Branch (PSC FAIR). The FITW reconciliation report shall provide the monthly and cumulative year to date FITW totals for the payrolls. See TE C-5.5.2a "Monthly FITW Reconciliation".

Also, the SP shall provide a copy of Report K1AN0122.R02 (Retired Pay and Personnel System Quality Control Report) to PSC FAIR. This report provides a list of each state listing its current and previous month's state tax liability. See TE C-5.5.2b "K1AN0122.R02 (Retired Pay and Personnel System Quality Control Report)".

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monthly FITW Reconciliation and SITW report	Monthly	Occurrence(s)	24	24	24	24	24
Performance Standard			Guidance and Regulations				
Monthly reconciliation shall be completed two days before the monthly payroll is transmitted-100%.			DoD 7000.14R FMR Vol 7B Chap 1 25 Treasury Department Circular E For additional detail refer to Section C-6				

C-5.5.3 Transmit Payrolls

The SP shall transmit payments to the appropriate U.S. Treasury Regional Finance Center. The SP shall verify the Electronic Certification System (ECS) for each payroll. The SP shall be required to follow the Department of Treasury Financial Management regulations for issuing federal government payments through the Automated Clearing House (ACH) regulations as reference under 31 CFR part 210. See TE C-5.5.3 "Listing Of Where Each Payroll Or Payment Is To Be Transmitted".

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Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Transmit Payrolls-	Monthly	Occurrence(s)	386	386	386	386	386
Performance Standard			Guidance and Regulations				
Monthly check payrolls shall be transmitted five working days before the pay date-100% Monthly EFT payrolls shall be transmitted two working days before the pay date-100%			TFMS Volume 1 Part 4Sec 2030 31 CFR Part 210, Federal Government Participation in the Automated Clearing House For additional detail refer to Section C-6				

C-5.5.4 Federal Employee Health Benefit Plan Act (FEHBA) Report

The SP shall provide a monthly report of the total FEHBA withholding from the former lighthouse service member's account. This report will consist of the total members' and total Government contribution per health plan. The SP shall ensure and E-Mail is sent to FAIR of these totals in order for information to be transmitted to the Office of Personnel Management (OPM).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
FEHBA Member/Government Share E-Mails	Monthly	Occurrence(s)	12	12	12	12	12
Performance Standard			Guidance and Regulations				
FEHBA Members/Government Share E-Mail to FAIR by the 12 th of the month after previous months totals -100%			5 USC 83,87, and 89 FMS Vol. 1 Part 3 Chap 2000 and 3000 Federal Personnel Manual (OPM) For additional detail refer to Section C-6				

The SP shall provide a Departmental Accounting and Finance Information System (DAFIS) accounting sheet of FEHBA withholding from the former lighthouse service members' accounts to FINCEN by E-mail.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Accounting Sheet of FEHBA	Monthly	Occurrence(s)	12	12	12	12	12
Performance Standard			Guidance and Regulations				
Accounting Sheet of FEHBA to FINCIN by the 12 th of the month after pervious months totals -100%			5 USC 83,87, and 89 FMS Vol. 1 Part 3 Chap 2000 and 3000 Federal Personnel Manual (OPM) For additional detail refer to Section C-6				

The SP shall on a quarterly basis provide Blue Cross Blue Shield plan participation census through Internet access to the National Finance Center OPM/FEHBA Clearing House, New Orleans, LA. The quarterly months are: Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Quarterly FEHBA Deduction for Blue Cross Blue Shield Particiipation	Quarterly	Occurrence(s)	4	4	4	4	4
Performance Standard			Guidance and Regulations				
FEHBA Deduction totals will be provided to NFC first working day after the quarter ends. -100%			5 USC 83,87, and 89 FMS Vol. 1 Part 3 Chap 2000 and 3000 Federal Personnel Manual (OPM) For additional detail refer to Section C-6				

C-5.5.5 Service Connected Severely Disabled (SCSD) Accounting Veterans of Expenditures

The SP shall provide a report to COMDT (G-WRP-2) and PSC FAIR of the total net dollars and number of accounts paid under the Service Connected Severely Disabled (SCSD) veterans' program.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
SCSD Expenditure Report	Monthly	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Expenditures provided to PSC QA/FR and G-WRP-2 two days after the pay date-100%				10 USC 1413 Public Law 106-65 Sec 658 For additional detail refer to Section C-6			

C-5.5.6 Accounting Maintenance of Debts (Accounts Receivables)

The SP shall maintain and prepare accounting reports of monthly payments received for debts due to the Government. This includes, but is not limited to, maintaining the current debt balance per member as well as a record of the interest collected and preparing a monthly report. The USCG totals shall be reported each month to FINCEN according to their requirements. See TE C-5.5.6.a "AR Monthly Report". Also, the SP shall prepare a quarterly report for PSC FAIR. The quarters are as follows: October-December, January-March, April-June, July-September. See TE C-5.5.6.b "AR Quarterly Report".

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Monthly Reports	Monthly	Occurrence(s)	12	12	12	12	12
Performance Standard				Guidance and Regulations			
Monthly reports shall be issued to FINCEN within 10 days after the pay date-99%				FINCEN SOP For additional detail refer to Section C-6			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Quarterly Reports	Quarterly	Occurrence(s)	4	4	4	4	4
Performance Standard				Guidance and Regulations			
Quarterly reports shall be issued to PSC FAIR within 10 days after the pay date-99%				FINCEN SOP For additional detail refer to Section C-6			

C-5.5.6.1 Tax Certificate Letter

The SP shall validate and process a tax certificate letter to a retiree or annuitant whose account was debited for a prior year's debt. The letter shall include, but is not limited to, the amount collected in the current tax year for a prior year's debt. See TE C-5.5.6.1 "Sample Tax Certificate Letter".

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Tax Certificate Letter	Annually	Occurrence(s)	76	77	78	79	80
Performance Standard				Guidance and Regulations			
Tax certificates shall be issued by January 31 of the year following the tax year- 99%				IRS Publication 17 2002 IRS Publication 525 Taxable and Non Taxable Income 2002- Repayments For additional detail refer to Section C-6			

C-5.5.6.2 Quarterly W-4 Reporting

The SP shall provide a quarterly report to the IRS of the federal withholding information on any retiree who has claimed more than 10 withholding allowances or declared exemption from withholding when their weekly taxable income exceeds \$200, as required by law. The SP shall record the receipt of the W-4 from the retiree for purposes of reporting quarterly to the IRS. See TE C-5.5.6 .2 “Quarterly W-4 Report”.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Quarterly W-4 Report	Quarterly	Occurrence(s)	4	4	4	4	4
Performance Standard			Guidance and Regulations				
Quarterly report shall be issued to the IRS within 10 days following the close of the quarter-99%			DOT IRS Circular E, Employer’s Tax Guide Publication 15 pg 2 & 14 For additional detail refer to Section C-6				

C-5.5.7 **Treasury Notifications**

On a daily basis the SP shall process treasury notifications of returned/cancelled payments. The SP shall receive notifications of cancelled payments and agency credits from PSC Information Systems Division (ISD) and PSC (DC), which include, but are not limited to, a treasury report (K1B4TREAS.R01), and the Limited Payability Cancelled Check Payment Report. The SP shall research, validate, and record each cancellation and issuance for each payment for reporting purposes. The SP shall record the accounting entries for any reissue of payments.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Treasury Notifications	Daily	Occurrence(s)	792	803	813	821	828
Performance Standard			Guidance and Regulations				
Returned/cancelled payments shall be processed within 10 days of notification-99 %			Treasury Financial Management Service 31 CFR Part 210For additional detail refer to Section C-6				

C-5.5.8 **Accounting Re-certification and Reclamation of Retired, Annuitant, and Allotment Payments**

The SP shall use Payments Accounting Claims Enhancement Reconciliation (PACER) in order to process transactions for a stop payment, reclamation of a payment, payment/issue status, and disposition of a payment. This includes, but is not limited to, preparing the accounting entries for any re-issuance of payments. See TE C-5.1.2 “Description of Systems Utilized By RAS” for further explanation of PACER.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
PACER Transactions	Ongoing	Occurrence(s)	200	203	205	207	209
Performance Standard			Guidance and Regulations				
PACER transactions shall be completed within 3 working days of request for appropriate action-99%			Treasury Financial Management Service, Vol. 1 Part 4 Chap 7000 For additional detail refer to Section C-6				

C-5.6 Process Payroll/Allotment Reports

The SP shall process payroll/allotment reports received for action internally from PSC and externally from other agencies. Reports are generated from the PSC Systems Development and Maintenance Branch (SDM). The SP shall process the incoming reports for current payroll processing. The SP shall validate the monthly payroll reports generated from payroll. The SP shall maintain payroll reports for historical validation. The SP shall issue monthly payroll reports to the CG Military Entitlements Branch, COMDT (G-WRP-2), CGPC (adm-1, epm, opm), and NOAA Financial Management Division.

C-5.6.1 Receive and Process Monthly Reports

The SP shall receive and process monthly reports for each month's payroll action. The various reports for processing include, but are not limited to, the reports listed in the workload complexity table in TE C-5.6.1 "Workload Complexities for Monthly Reports". The SP may use the reports from the IBM 390 system (as identified in TE C-5.6.1).

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Reports-Simple	Monthly	Occurrence(s)	48	48	48	48	48
Performance Standard			Guidance and Regulations				
Reports shall be processed within the monthly processing cycle-99 %			10 Title U.S.C. sec 1221 38 Title U.S.C sec 5305 DoD 7000.14R FMR Vol. 7B Chap1 11,12,13 For additional information refer to C-6				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Process Report-Moderate	Monthly	Occurrence(s)	219	219	219	219	219
Performance Standard			Guidance and Regulations				
Reports shall be processed within the monthly processing cycle-99%			10 Title 10 Chap 73 38 Title U.S.C. Sec 5305 DoD 7000.14-R FMR Vol. B Chap 12,19-21,46 For additional information refer to C-6				

C-5.6.2 Monthly Payroll Validation

The SP shall validate monthly exception reports from the monthly reports for accuracy and quality assurance. Validating monthly exception reports includes, but is not limited to, comparing accounts reported to the system file, and reviewing account changes recently executed. Exception reports include, but are not limited to the reports listed in Table C-5.6.2 below.

Table C-5.6.2, Exception Reports

Report	Frequency	Report Name	Description
FSPA/Garnishment Discrepancies	Monthly	EOM/NDEHST	A comparison of FSPA/Garnishment payments to the deduction from member's account
Retired New Accounts Compared to the Active Duty Payroll	Monthly	240A	Compares SSN's of new account starts to the SSN's from JUMPS for duplicate payments
VA/DOT/DoD Reconciliation for Retiree and annuitants	Yearly	Retired DoD VA reconciliation comparison Report	DMDC match by cartridge. Compares match of VA/DIC payments to retirees and annuitants

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Validate Reports	Monthly/Annually	Occurrence(s)	25	25	25	25	25
Performance Standard				Guidance and Regulations			
Reports shall be processed within the monthly processing cycle-100%				10 Title U.S.C. 1408 5 Title U.S.C. 38 Title U.S.C. Sec 1311 & 5305 For additional information refer to C-6			

C-5.6.3 Disburse Payroll Reports

The SP shall disburse the validated payroll and allotment reports to various internal and external organizations. This includes, but is not limited to, forwarding the payroll reports to the appropriate organization. TE C-5.6.3 "Payroll Reporting Requirements by Organization" identifies the payroll reporting requirements for each organization requiring a payroll report. The SP may use the reports from the IBM 390 system (as identified in TE C-5.6.3) or provide an equivalent system that is capable of generating the required information.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Disburse Reports	Monthly	Occurrence(s)	1,127	1,127	1,127	1,127	1,127
Performance Standard				Guidance and Regulations			
Reports shall be disbursed within 10 working days of the pay date-99%				COMDTINST 1850.2 Physical Disability Evaluation System USCG FRMM FINCIN SOP For additional information refer to section C-6			

C-5.6.4 Internal Revenue Service Form 1099-R

Annually the SP shall ensure Form 1099-R is issued for the customers who have taxable income. This includes, but is not limited to, validating and ensuring the correct data is on Form 1099-R prior to mailing. The SP shall create a summary report that includes taxable income and State Income Tax Withholding (SITW) totals for PSC FAIR. See TE C-5.6.4 "Form 1099-R".

U.S. Coast Guard Personnel Service Center
Retiree and Annuitant Services Branch (RAS)
Performance Work Statement

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issuance 1099-Rs for Retiree and Annuitants and Beneficiaries	Annually	Occurrence(s)	37,108	37,628	38,080	38,461	38,769
Performance Standard				Guidance and Regulations			
Form 1099-R shall be mailed before January 31-99 %				26 Title U.S.C Pub 15 Circular E Employers Tax Guide For additional information refer to C-6			

C-5.6.4.1 Re-Issue Form 1099-R

The SP shall receive and validate a request for re-issuance of Form 1099-R. A form may need to be reissued due to the customer not receiving or misplacing the form.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Mail Re-issuance Form 1099-R	Daily	Occurrence(s)	787	798	808	816	823
Performance Standard				Guidance and Regulations			
Reissued Form 1099R shall be mailed within 10 working days of the request-99%				26 Title U.S.C Pub 15 Circular E Employers Tax Guide For additional information refer to C-6			

C-5.6.4.2 Returned Form 1099-R

The SP shall retain returned Form 1099-Rs by IRS regulations. The SP shall research for correct address to enable re-mailing of Form 1099-Rs returned by the postal system.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Returned Form 1099-R	Daily	Occurrence(s)	3,710	3,762	3,807	3,845	3,876
Performance Standard				Guidance and Regulations			
Returned Form 1099R shall be researched for correct address for re-mailing within 60 working days of return-99%				26 Title U.S.C Pub 15 Circular E Employers Tax Guide For additional information refer to C-6			

C-5.6.4.3 Offline Form 1099-R

This shall include issuance of Form 1099-R for claimants who receive a final pay payment from the account of deceased military customers.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Mail Offline Form 1099-R	Daily	Occurrence(s)	468	475	481	486	490
Performance Standard				Guidance and Regulations			
Offline Form 1099R shall be mailed within 10 working days of the request-99%				26 Title U.S.C Pub 15 Circular E Employers Tax Guide For additional information refer to C-6			

C-5.6.4.4 Issue Corrected Form 1099-R

The SP shall issue a corrected Form 1099-R. This includes, but is not limited to, generating a corrected form due to an error on the original form printed during the annual process.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Issue Corrected Form 1099-R	Daily	Occurrence(s)	72	73	74	75	76
Performance Standard				Guidance and Regulations			
Corrected Form 1099-R shall be issued within 10 working days of the request-99%				26 Title U.S.C Pub 15 Circular E Employers Tax Guide For additional information refer to C-6			

C-5.7 Provide Customer Service

The SP shall provide and maintain customer service including, but not limited to, handling Privacy Act requests, Congressional inquiries, debt waiver requests, customer service surveys, supporting retirement seminars, and miscellaneous inquiries, requests, and complaints. Miscellaneous issues are not specifically covered in any other area in Section C-5, which include, but are not limited to, answering general informational questions, providing pay verifications, and notifying the Master Chief Petty Officer of the Coast Guard about retirees turning 100 years old.

For the purposes of this section the term “customers” includes, but is not limited to, USCG/NOAA prospective retirees, retirees, annuitants, dependents, guardians, financial institutions, Coast Guard Personnel Reporting Units (PERSRUs), branches within PSC and other government agencies.

C-5.7.1 Privacy Act Requests

The SP shall receive and respond to Privacy Act requests. This includes, but is not limited to, determining the validity of the request, responding to the request, documenting the request, and sending the monthly report (Division Control Log for FOIA/Privacy Act Request) to PSC Legal along with a copy of the requests completed during the month. See TE C-5.7.1 “Division Control Log for FOIA/Privacy Act Request”.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Privacy Act requests	Ongoing	Occurrence(s)	288	292	296	299	301
Performance Standard				Guidance and Regulations			
Privacy Act requests shall be completed within 30 calendar days of receipt of the request-99%				Privacy Act 5 USC 552A COMDT INST M5260.3 CG Privacy & Freedom of Information Acts Manual			

C-5.7.2 Congressional Inquiries

The SP shall receive, research and respond to congressional inquiries. This includes, but is not limited to, documenting the inquiry, forwarding the response to the PSC OSD Administrative Assistant (OSDAA), and responding to follow up questions from concerned government agencies.

U.S. Coast Guard Personnel Service Center
Retiree and Annuitant Services Branch (RAS)
Performance Work Statement

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Congressional Inquiries	Ongoing	Occurrence(s)	10	10	10	10	10
Performance Standard			Guidance and Regulations				
Congressional inquiries shall be responded to within three working days of receipt of the Congressional Inquiry-99%			PSC INST 5730.1A Congressional Inquiries PSC OSD Guidelines for Congressional Inquiries PSC OSD Correspondence Manual				

C-5.7.3 Debt Waiver Requests

The SP shall review the retiree/annuitant's request for debt waiver and submit the waiver endorsement to COMDT (G-WPM-2). This includes, but is not limited to, informing the requestor of the waiver decision and/or the appeals process, and responding to follow up questions from COMDT (G-WPM-2). Waiver requests over \$1,500 are forwarded to Defense Office of Hearings and Appeals (DOHA) for approval. See TE C-5.7.3 "Waiver Application for Retiree" Form CG-PPC 7201 with enclosure (1) "Statement of Financial Status Submitted for Consideration in Connection with Indebtedness to the United States" Form CG-PPC 7543.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Debt Waivers	Ongoing	Occurrence(s)	25	25	25	25	25
Performance Standard			Guidance and Regulations				
Debt waiver endorsements shall be submitted to G-WPM-2 within 30 working days of receipt of debt waiver request-99%			DoD 7000.14-R, Volume 7B For additional information refer to C-6				

C-5.7.4 Customer Service Newsletter Surveys

PSC is responsible for issuing the retiree newsletter. The RAS customer service newsletter survey is in every issue of the newsletter. See TE C-5.7.4 "Newsletter Survey". The SP is responsible for question content and the reviewing of responses contained in returned surveys. Currently, there is no written procedure to furnish PSC management with survey feedback, but if requested, the SP shall be responsible for providing such information.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Newsletter Surveys Reviewed	Ongoing	Occurrence(s)	419	425	430	434	437
Performance Standard			Guidance and Regulations				
Newsletter surveys shall be reviewed within 5 days of receipt-99%			None				

C-5.7.5 Pre-Retirement Seminars

The SP shall provide support for pre-retirement seminars for prospective retirees. This includes, but is not limited to, providing a presenter, preparing pay projections for the seminar attendees, and answering participant questions. There are approximately 10-60 attendees per seminar. The CG Worklife Transition and Relocation Manager (TRM) will request the SP to provide a presenter for the seminars. Travel expenses are covered by the customer and are not to be included in a response to the PWS.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Pre-retirement seminars	Ongoing	Occurrence(s)	33	33	33	33	33
Performance Standard			Guidance and Regulations				
Pre-retirement seminars shall be attended-100%			COMDT INST M1000.6A Ch 12				

C-5.7.6 Receive and Reply to Miscellaneous Inquiries, Requests, and Complaints

The SP shall receive and reply to miscellaneous customer service inquiries, requests, and complaints. Miscellaneous inquiries, requests, and complaints are issues that are not specifically covered in any other area in Section C-5. These issues include, but are not limited to, answering general informational questions, providing pay verifications, and notifying the Master Chief Petty Officer of the Coast Guard about retirees turning 100 years old. Inquiries may be received via telephone (including the 1-800 customer service line), written correspondence, faxes, and/or emails.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Respond to Inquiries, Requests, and Complaints	Daily	Occurrence(s)	52,316	53,048	53,685	54,222	54,656
Performance Standard			Guidance and Regulations				
Respond within one working day from receipt-80%			NA				

C-5.8 Identification Cards

The SP shall issue identification cards to the personnel who are authorized to receive the card. This includes, but is not limited to, issuing the following types of IDs using the associated form:

DD Form 2 - United States Uniformed Services Identification Card (also known as the Armed Forces of the United States Geneva Conventions Identification Card). This card is the primary ID for Uniformed Services' members (Active, Reserves, and Retired). See TE C-5.8.a "DD Form 2".

DD Form 1173 – United States Uniformed Services Identification and Privilege Card. This Card is used to identify individuals (dependents, survivor annuitants, unmarried former spouses, and certain eligible veterans) eligible for benefits and privileges. See TE C-5.8.b "DD Form 1173".

DD Form 1173-1 – Department of Defense Guard and Family Member Identification Card. This card is used to identify individuals as dependents of Ready Reserve members not on active duty in excess of 30 days, Standby Reserve members, and Reserve retirees who are entitled to retirement pay at age 60, but who have not yet attained age 60. DD Form 1173-1 is for identification only. See TE C-5.8.c "DD Form 1173-1".

DD Form 1172 – Application for Uniformed Services Identification Card DEERS (Defense Enrollment Eligibility Reporting System) Enrollment. The form is used primarily for status changes of former spouses, remarried widows, or other pertinent dependents. This application

records the individual in DEERS. See TE C-5.1.2, “Description of Systems Utilized by RAS”, for further information about DEERS. See TE C-5.8.d “DD Form 1172”.

C-5.8.1 Receive, Research and Validate Inquiries for ID Cards

The SP shall receive benefit eligibility inquiries, and requests for applications and ID cards from individuals via mail, email, phone, or in person. This includes, but is not limited to: responding to general inquiries; ensuring customer eligibility for benefits; requesting, receiving, researching, and validating appropriate supporting documentation; ensuring data is properly reflected in DEERS; and serving as the database liaison to USCG personnel for the DEERS and Real Time Automated Personnel Identification System (RAPIDS). For a further treatment of RAPIDS, see TE C-5.1.2, “Description of Systems Utilized by RAS”. Those applicants who do not qualify for ID cards are sent a letter explaining the basis for denial of benefits. Those who do qualify are sent a letter detailing necessary final steps in order to obtain the ID card and subsequent benefits. For deceased retirees/annuitants, the SP shall record in DEERS the date of death. The workload types for processing inquiries for ID cards include, but are not limited to, the workload types in table C-5.8.1 below.

Table C-5.8.1, Workload Types For Processing Inquiries for ID Cards

Workload Complexities	Types
Simple	<ul style="list-style-type: none"> ▪ General Telephone Inquiries ▪ Issuing Forms ▪ Address Changes ▪ Date of Birth ▪ Date of Death
Moderate	NA
Complex	<ul style="list-style-type: none"> ▪ Former Spouses ▪ Full Time Students ▪ Widows ▪ Incapacitated Child ▪ Parent/In-Laws ▪ Wards ▪ Foster Care ▪ Building Members Records in DEERS

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Inquiries completed- Simple	Daily	Occurrence(s)	1,813	1,838	1,860	1,879	1,894
Performance Standard				Guidance and Regulations			
Inquiries shall be completed within 5 working days of request – 95%				DoD INST 1000.13 DoD Directive 1341.1 DoD INST 1341.2 AFPD 36-30			

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Inquiries Completed- Complex	Ongoing	Occurrence(s)	117	119	120	121	122
Performance Standard				Guidance and Regulations			
Inquiries shall be completed within 5 working days of validation – 95%				DoD INST 1000.13 DoD Directive 1341.1 DoD INST 1341.2 AFPD 36-30			

C-5.8.2 Send Applications to Customers

If the requester has provided the SP with enough information to give the SP reasonable assurance that the requester is eligible for an ID Card, based on past military service or current or past relationship to the military member, then the SP is responsible for sending to the requester an application (DD Form 1172) with a notice to furnish any additional documentation (marriage certificate, divorce decree, birth certificate, etc.) that is needed to support the ID Card. This includes, but is not limited to: requesting and receiving documentation to support the benefit entitlements for members, retirees, reservists, dependents and annuitants; accessing personnel information in DEERS/RAPIDS database to determine eligibility; and mailing DD Form 1172 to the applicant.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
DD Form 1172	Ongoing	Occurrence	195	198	200	202	204
Performance Standard			Guidance and Regulations				
DD Form 1172 shall be sent within 5 working days upon verification of eligibility – 95%			DoD INST 1000.13 AFPD 36-30				

C-5.8.3 Issue Identification Cards

If all of the standards of DoD INST 1000.13 are met, then the SP shall issue the ID Card. This includes, but is not limited to, verifying that adequate documentation has been received to support the issuance of the ID Card; issuing the appropriate ID Card; reproducing applicant's photograph; laminating the ID Card and mailing it to the applicant; recording the issuance of the ID Card in DEERS; and sending the ID Card. For ID cards issued, the original DD-1172 is sent to DMDC, with a copy filed at PSC.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
DD Form 2	Ongoing	Occurrence	3	3	3	3	3
Performance Standard			Guidance and Regulations				
DD Form 2 shall be completed within 5 working days upon verification of eligibility – 100%			DoD INST 1000.13 AFPD 36-30				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
DD Form 1173	Ongoing	Occurrence	53	54	55	56	56
Performance Standard			Guidance and Regulations				
DD Form 1173 shall be completed within 5 working days upon verification of eligibility – 95%			DoD INST 1000.13 AFPD 36-30				

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
DD Form 1173-1	Ongoing	Occurrence	1	1	1	1	1
Performance Standard			Guidance and Regulations				
DD Form 1173-1 shall be completed within 5 working days upon verification of eligibility – 100%			DoD INST 1000.13 AFPD 36-30				

C-5.9 Payroll System Support

RAS currently uses the WANG LAN for monthly accumulation of retiree and annuitant account data for transfer to the IBM 390 in support of payroll processing. The task defined in this section describes a task related to using the existing WANG LAN as it relates to the SPs relationship with PSC system support. The SP may use the current WANG system or provide an equivalent system.

C-5.9.1 Initiate Change Proposals

The SP shall ensure that all RAS system data and computations are accurate and reliable. The SP shall research pay and personnel problems to determine if there are system problems. The SP shall maintain contact with USCG Headquarters and DoD to ensure that legislative and USCG regulation changes are reflected in the RAS system. If a system change is required, the SP shall generate a system change proposal in the Product Version Control System (PVCS) Tracker System or submit an email to the PSC Information Systems Architect (ISA) Branch explaining the reason for the change, the change that is needed, the severity of the problem and the deadline for completion.

The SP shall work closely with PSC (ISA) and PSC (SDM) Branches, ensuring sufficient test scenarios are conducted to validate the accuracy and reliability of the system change. The SP shall approve the completed system change before it is placed into production.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
System Changes	Ongoing	Occurrence(s)	27	27	27	27	27
Performance Standard				Guidance and Regulations			
System change shall be approved before being placed in production-100%				NA			

C-5.10 Other Support

C-5.10.1 Support RAS Web Page

The SP shall monitor the RAS web pages on the PSC web site for accuracy of information and needed improvements. Assembled updates or improvements include, but are not limited to, legislative changes, reviewing current information for revision or removal and requesting addition of new information or forms to the RAS web pages content. The SP shall provide web site updates to the PSC Procedures (PRC) Branch for processing.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	Period 5
Updated Web Site	Ongoing	Occurrence(s)	29	29	29	29	29
Performance Standard				Guidance and Regulations			
Web page updates shall be accomplished within 30 working days of initial action-99%				COMDTINST 5230.56 COMDTINST 5230.57 PSCINST 5230.1A For additional detail refer to Section C-6			

C-5.10.2 Support DoD Joint RSFPP/SBP Board Meetings

The SP shall support the annual DoD Joint RSFPP/SBP Board Meeting and any other interim related meetings, with members of other military services, and DMDC to receive any changes for compensation management of military retiree and annuitant pay. This includes, but is not limited to, providing a representative for attendance, recording meeting minutes, and obtaining the agreed required system changes due to legislative adjustments/changes. In the past these meetings have occurred in Denver, Colorado, lasting 3-4 days, including travel time. The government is responsible for the cost of travel.

Output	Frequency	Measurement	Period 1	Period 2	Period 3	Period 4	
Attend Meeting	Annually	Occurrence(s)	1	1	1	1	1
Performance Standard				Guidance and Regulations			
Attend SBP meetings 100%				DoD OASD/FMP COMDT (G-WPM-2)			

C-6 APPLICABLE DIRECTIVES AND PUBLICATIONS

C-6.1 Policies and Guidance

Guidance and regulations identified in this document must be complied with for the duration of the contract. The Government has made publications and forms available at www.uscg.mil/hq/hrsic, and other Internet sources. Publications cited in this Performance Work Statement (PWS) are current, as of the date the PWS was prepared. The SP shall accomplish the tasks set forth in this contract in accordance with (IAW) the references listed and IAW the following guidelines:

- If there is a conflict between Section C and the cited references, Section C shall control.
- If there is a conflict between or among two or more such references, those coded P (Policy) shall control over those coded G (Guidance); between or among those similarly coded, those issued by a higher authority shall control over those issued by a lower authority. And between or among those issued at the same level of authority, those with a later date of issue shall control over those with earlier dates of issue.
- Any task set forth in any such reference that calls for the exercise of discretionary Government authority that cannot be delegated shall be subject to the final approval of the Government official having such authority.
- During performance of the contract, the SP shall use the most current publications and forms unless otherwise directed by the Contracting Officer's Representative (COR).

There is no guidance to be addressed in the PWS.

The Government will have unlimited rights to use, duplicate, or disclose such SP publications, in whole or part, in any manner and for any purpose whatsoever.

C-6.2 Technical Library

For this PWS there is no information provided using a Technical Library. All relevant information is either provided in this PWS or via a link to the appropriate web page on the Internet.

C-6.3 Publications

The Table below lists statutory and regulatory requirements that apply to the PWS. The SP shall use the guidelines to the extent necessary to accomplish requirements in the PWS. The Government will continuously update this listing, as it currently represents the primary guiding documents. The Government may issue amendments and supplements to the list of statutes and regulations from any organizational level during the life of the contract. These documents may be reviewed using web site address listed below.

Guidance or Regulation	Location	Publication Reference	P/G
PUBLIC LAWS			
Pul. L. 101-552 amended PL 91-596 Administrative Dispute Resolution Act	Reference Web link	As applicable	P
http://www.thomas.loc.gov/bss/d101/d101laws.html			
Pub. L. 104-134, sec. 31001 Debt Collection Improvement Act	Reference web link	As Applicable	P
http://www.access.gpo.gov/nara/publaw/104publ.html			
Title VII of the Civil Rights Act of 1964 Equal Employment Opportunity Commission	Reference web link	As Applicable	P
http://www.eeoc.gov/policy/index.html			
US CODES			
5 US Code 552 Freedom of Information Act	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
5 US Code 552a Privacy Act	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
5 US Code 5514 Installment Deduction For Indebtedness	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
5 US Code 8301	Reference web link	As Applicable	P

Guidance or Regulation	Location	Publication Reference	P/G
Uniform Retirement Date			
http://www4.law.cornell.edu/uscode/			
5 US Code Chap. 83, Subchapter II §§ 8311-8322 Forfeiture of Annuities and Retired Pay	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 633-636 Retirement for Years of Service	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1045 Voluntary State Income	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
11 US Code 1101-1086 Federal Rules of Bankruptcy	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
Tax Withholding from Retired Pay			
10 US Code 1059 Dependents of Members Separated for Dependent Abuse: Transitional Compensation; Commissary and Exchange Benefits.	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code Chap. 61, §§ 1201-1221 Retirement for Physical Disability	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			

Guidance or Regulation	Location	Publication Reference	P/G
10 US Code Chap. 63 Retirement for Age	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code Chap. 65 1305 Retirement of Warrant Officers for Length of Service	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code Chap. 71 §§ 1370-1376 Retired Grade	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code Chap. 71 §§ 1401-1412 Computation of Retired Pay	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1408 Payment of retired or retainer pay in compliance with court orders	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1413 Special Compensation for Severely Disabled Retirees	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1431-1446 Retired Serviceman's Family Protection Plan	Reference web link	As Applicable	P

Guidance or Regulation	Location	Publication Reference	P/G
http://www4.law.cornell.edu/uscode/			
10 US Code 1447 Definitions-Survivor Benefit Plan	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1448 Application of Plan	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1448a Election to Discontinue Participation	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1449 Mental Incompetence of Member	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1450 Payment of Annuity: Beneficiaries	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1451 Amount of Annuity	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			

Guidance or Regulation	Location	Publication Reference	P/G
10 US Code 1452 Reduction in Retired Pay	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1453 Recovery of Amounts Erroneously Paid	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1454 Correction of Administrative Errors	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1455 Regulations	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1456 Supplemental Spouse Coverage: Establishment of Plan; Definitions	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1457 Supplemental Spouse Coverage: Payment of Annuity; Amount	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1458 Supplemental Spouse Coverage, Eligible Participants; Election	Reference web link	As Applicable	P

Guidance or Regulation	Location	Publication Reference	P/G
Coverage			
http://www4.law.cornell.edu/uscode/			
10 US Code 1459 Former Spouse Coverage: Special Rules	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1460 Supplemental Spouse Coverage: Reductions in Retired Pay	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code Chapter 75 §§ II Death Benefits	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code Chapter 79 Corrections of Military Records	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 14905 Voluntary Retirement or Discharge Laws	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1174 Separation Pay Upon Involuntary Discharge or Release from Active Duty	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 1174a	Reference web link	As Applicable	P

Guidance or Regulation	Location	Publication Reference	P/G
Special Separations Benefits Programs			
http://www4.law.cornell.edu/uscode/			
10 US Code 1175 Voluntary Separation Incentive	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 2271 Final Settlement of Accounts; Deceased Members	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 12731 Age and Service Requirements	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 12731a Temporary Special Retirement Qualification Authority	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 12732 Entitlement to Retired Pay: Computation of Years of Service	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 12733 Computation of Retired Pay: Computation of Years of Service	Reference web link	As Applicable	P

Guidance or Regulation	Location	Publication Reference	P/G
http://www4.law.cornell.edu/uscode/			
10 US Code 12734 Time Not Creditable Towards Years of Service	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 12735 Inactive Status List	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 12736 Service Credited for Retired Pay Benefits Not Excluded for Other Benefits	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
10 US Code 12738 Limitations on Revocation of Retired Pay	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 190 Retirement of Permanent Commissioned Teaching Staff	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			

Guidance or Regulation	Location	Publication Reference	P/G
14 US Code 285 Regular lieutenant commanders and commanders; retirement for failure of selection for promotion	Reference web link	Part 1, Chapter 11, a.	P
http://www4.law.cornell.edu/			
14 US Code 288 Regular Captains Retirement	Reference web link	Part 1, Chapter 11, a.	P
http://www4.law.cornell.edu/			
14 US Code 289 Captains; continuation on active duty, involuntary retirement	Reference web link	Part 1, Chapter 11, a	P
http://www4.law.cornell.edu/uscode/			
14 US Code 290 Rear Admirals and rear admirals lower half; continuation on active duty; involuntary retirement	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 291 Voluntary retirement after twenty years' service (officers)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 292 Voluntary retirement after thirty years' service (commissioned officer)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			

Guidance or Regulation	Location	Publication Reference	P/G
14 US Code 293 Compulsory retirement at age of sixty-two (Officers)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 294 Retirement for physical disability after selection for promotion; grade in which retired (officer)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 334 Grade on Retirement (commissioned officer)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 353 Compulsory retirement at age of sixty – two (Enlisted)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 354 Voluntary Retirement after thirty years service (Enlisted)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 355 Voluntary Retirement after 20 years service (Enlisted)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			

Guidance or Regulation	Location	Publication Reference	P/G
14 US Code 357 Involuntary retirement of enlisted members	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 359 Recall to active duty during war or national emergency (enlisted)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 360 Recall to active duty with consent of member (enlisted)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 361 Relief of retired enlisted member promoted while on active duty (enlisted)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 362 Retirement in case where higher grade or rating has been held	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
14 US Code 421 Retirement	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			

Guidance or Regulation	Location	Publication Reference	P/G
14 US Code 432 Personnel of former Lighthouse Service	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
42 US Code 659 Consent by United States to income withholding, garnishment, and similar proceedings for enforcement of child support and alimony obligations.	Reference web link	As Applicable	P
http://www4.law.cornell.edu/uscode/			
38 US Code 1311 Dependency and Indemnity Compensation to a Surviving Spouse	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
31 US Code 3512 The Managers' Financial Integrity Act (PL 97-255) FMFIA)	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
31 US Code 3711 Collection and Compromise	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
31 US Code 3713 Priority of Government Claims	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			

Guidance or Regulation	Location	Publication Reference	P/G
31 US Code 3716 Administrative Offset	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
31 US Code 3717 Interest and Penalty on Claims	Reference web link	As a	P
http://www4.law.cornell.edu/uscode/			
37 US Code 1007(C) Collection and Debts due the Government	Reference web link	As applicable	P
http://www4.law.cornell.edu/uscode/			
Code of Federal Regulations			
4 CFR Part 34 Deceased Members; Settlement of Accounts	Reference web link	Historical (see historical records January 2000)	P
http://www.access.gpo.gov/nara/cfr/			
4 CFR Parts 100-299 Federal Claims Collection Standards	Reference web link	As applicable	P
http://www.access.gpo.gov/nara/cfr/			
5 CFR Part 582 Garnishment of Employees Pay	Reference web link	As applicable	P
http://www.access.gpo.gov/nara/cfr/			

Guidance or Regulation	Location	Publication Reference	P/G
29 CFR Parts 1910, 1926, 1904 Regulations Relating to Labor	Reference web link	As applicable	
http://www.access.gpo.gov/nara/cfr/waisidx_02/29cfrv5_02.html			
31 CFR Part 210, Subpart B ACH Regulations and Reclamation Procedure	Reference web link	As applicable	P
http://www.access.gpo.gov/nara/cfr/			
32 CFR Part 48 Retired Serviceman's Protection Plan	Reference web link	As applicable	P
http://www.access.gpo.gov/nara/cfr/			
32 CFR Part 63 Uniform Former Spouse's Protection Act	Reference web link	As applicable	P
http://www.access.gpo.gov/nara/cfr/			
32 CFR Part 78 Voluntary State Income Tax Withholding from Retired Pay	Reference web link	As applicable	P
http://www.access.gpo.gov/nara/cfr/			
32 CFR Parts 285 and 286 DOD Freedom of Information Act (FOIA) Program and Regulations	Reference web link	As applicable	P
http://www.access.gpo.gov/nara/cfr/			
41 CFR Parts Public Contracts and Property	Reference web link	As applicable	P

Guidance or Regulation	Location	Publication Reference	P/G
Management			
http://www.access.gpo.gov/nara/cfr/			
DOD Regulations, Instructions and MOU			
DOD 7000.14-R, Volume 7B	Reference web link	As applicable	P
Financial Management Regulation, Military Pay Policy and Procedures- Retired Pay			
http://www.dtic.mil/comptroller			
Federal Manuals			
Treasury Financial Manual (FMS)	Reference web link	As applicable	P
http://www.fms.treas.gov/			
Treasury “Green Book” FMS manual	Reference web link	As applicable	P
http://www.fms.treas.gov/			
Treasury “PACER” FMS Manual	Reference web link	As Applicable	P
http://www.fms.treas.gov/			
Treasury “ECS”FMS Manual	Reference web link	As Applicable	P
http://www.fms.treas.gov/			
Treasury “ACH” FMS Manual	Reference web link	As Applicable	P
http://www.fms.treas.gov/			
Internal Revenue Service			
Employer’s Tax Guide Publication 15	Reference web link	As applicable	P
http://www.irs.gov			
IRS Form 945	Reference web link	As applicable	P
Annual Withholding Tax Return for U.S. Source Income of Foreign Persons			
http://www.irs.gov			

Guidance or Regulation	Location	Publication Reference	P/G
USCG COMDTINST			
COMDTINST M1000.6A CH 12C Coast Guard Personnel Manual (Retirement)	Reference web link	As applicable	P
http://www.uscg.mil/hq/g-w/g-wp/g-wpm/PersMan/PERSMAN Opening.pdf			
COMDTINST M5212.12 The Coast Guard Paper Work Management Manual	Reference web link	As applicable	P
http://www.uscg.mil/hq/g-s/g-si/g-sii/sii-2/pmm/pmm_toc.html			
COMDTINST M5212.12 The Coast Guard Comprehensive Records Control Schedule #2	Reference web link	As applicable	P
http://www.uscg.mil/hq/g-s/g-si/g-sii/sii-2/pmm/pmm_toc.html			
COMDTINST M5270.1D Management of Electronic Mail	Reference web link	As applicable	P
http://www.uscg.mil/uscg.shtm			
COMDTINST 5375.1 Limited Personal Use of Government Office Equipment	Reference web link	As applicable	P
http://www.uscg.mil/uscg.shtm			
COMDTINST M5500.13A (Series) Automated Information System (AIS) Security Manual	Reference web link	As applicable	P
http://www.uscg.mil/uscg.shtm			
COMDTINST M7100.3B	Reference web link	As applicable	G

Guidance or Regulation	Location	Publication Reference	P/G
USCG Financial Resource Management Manual (FRMM)			
http://www.uscg.mil/CCS/CIT/CIM/DIRECTIVES/CIM/CIM_7100_3B.pdf			
COMDTINST M7200.29A (CH 16) Coast Guard Pay Manual	Reference web link	As applicable	P
http://www.uscg.mil/hq/g-w/p/g-wpm/g-wpm-2/Payman/Pay Manual.pdf			
CGHRMS	Reference web link	As applicable	P
www.uscg.mil/hq/PSC/cghrms/index.htm			
PSC Instructions			
PSCINST 5330.1H Working Hours/Flexitime	Reference web link	As applicable	P
http://cgweb.uscg.mil/g-w/PSC/Instructions/PSCINST5330_1.doc			
PSCINST M5230.3 PMIS Jumps Analysis Manual	Reference web link	As applicable	P
www.uscg.mil/hq/PSC/pjam.htm			
PSCINST M1000.2A Personnel and Pay Procedures Manual (3PM)	Reference web link	As applicable	P
www.uscg.mil/hq/PSC/3pm.htm			
PSCINST 5230.1A PSC Internet Web Site	Reference web link	As applicable	P
www.uscg.mil/g-w/PSC/PSC_instructions.htm			

Guidance or Regulation	Location	Publication Reference	P/G
PSCINST 5270.1A Management of Electronic Mail and Bulletin Board	Reference web link	As applicable	P
www.uscg.mil/g-w/PSC/PSC_instructions.htm			
PSCINST 5272.1 Personalized Wall Paper and Screen Savers	Reference web link	As applicable	P
www.uscg.mil/g-w/PSC/PSC_instructions.htm			
PSCINST 5730.1.A Congressional Inquiries	Reference web link	As applicable	P
http://cgweb.uscg.mil/g-w/PSC/PSC_instructions.htm			
PSCPUBS			
PSCPUB 1800 Information for Survivors of USCG, USCGR, and NOAA Retirees	Reference web link	As applicable	P
www.uscg.mil/hq/PSC/Manuals-Pubs-Newsletters/RAS/SurvivorGuide.pdf			
How to Apply for Your Retired Pay & Survivor Benefit Plan Guide CG-PSC-4700	Reference web link	As applicable	P
http://www.uscg.mil/hq/PSC/			

Guidance or Regulation	Location	Publication Reference	P/G
Other			
USCG Finance Center (FINCEN) Provides Financial Services required by the U.S. Coast guard	Reference web link	As applicable	P
http://www.fincen.uscg.mil/			
The National Finance Center OPM/FEHBA Clearing House	Reference web link	As applicable	P
http://www.nfc.usda.gov			
National Industrial Security Program Operating Manual (NISPOM)	Reference web link	As applicable	P
http://www.dss.mil/isec/nispom_0195.htm			
U.S. Department of Labor, Occupational Safety & Health Administration	Reference web link	As applicable	P
http://www.osha.gov/			